

PROJECT SCAFFOLD - BEST PRACTICE

(Note: Areas is green for office use only)

Organisation contributing the best practice

Organisation name:		De Meerpaal		Best Practice Ref. Nr.		5043/002/002	
Information provided by:		Rob Wesseloo		Date:		5 February 2022	
Contact email:		robwesseloo@mweb.co.za		Role within organisation:		Chairperson	
Contact number:		082 492 2544		Contact number:		082 492 2544	
Stage of BP development:	Submitted	X	Under Review	X	Clarification	X	Legal Review
						Sector Contributions	Published

BEST PRACTICE

Name of Best Practice	Market-related pricing of services and Life Rights
-----------------------	--

1. This proposed best practice is primarily related to (please tick 2 most applicable boxes):

What Customers want or value	X	Finances / Costs		Business Processes		Staff		Systems	
Organisation Structure		Quality of care		Care Service Delivery		Health & Safety		Morale	
Other: Please indicate									

2. Context: Share information to give more context in relation to where this specific practice is used in your organisation.

Urban	X	Rural		Number of Social Grant Recipients				
Care centre	X	Independent Living	X	Assisted Living	Nr. of In-house staff	35	Nr. of Outsourced staff	8
Nr. of rooms	25	Nr. of beds	35					

3. Description of best practice:

3.1 Share as much detail as possible. Where appropriate, please indicate resident participation, involvement, benefit etc.	
We run the business on market-related prices and therefore residents will never pay more than what they can get anywhere else for the same services and standards. We also use in-house developed models to check life rights vs rental and life right vs outright purchase prices.	
3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.	
We phone Care Centers in the area and share prices between us. On the housing we google prices for rent and purchase in our area	
3.3 Why do you consider this to be a best practice? E.g., Outcomes noted	
Longer term sustainability is of utmost importance	
3.4 Do you consider this to be compliant with the current Older Persons Act?	
Yes	X
No	
If Yes, which portions does it comply with?	If No, which portions does it not comply with?
The Act is silent on the matter of pricing of care	
I do not know	
3.5 How long has this practice been used within the organisation? (state period in years)	15 years
3.6 What are essential aspects in the organisation that directly support / maintain this practice?	
Prices are checked annually at budget time.	
3.7 What are the benefits for your residents and/or staff and other stakeholders?	
Peace of mind that value for money is achieved.	
3.8 What lessons were learned?	
None <RLJ : Surely there are always lessons to be learned. Surely this approach has shown you some things and at the very least that this approach is better than simply increasing prices by inflation each year, or some other approach?> No comment received from De Meerpaal to these questions.	