

# 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.		5043/004/004	
Information provided by:		Rob Wesseloo		Date:		5 February 2022	
Contact email:		robwesseloo@mweb.co.za		Role within organisation:		Chairperson	
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	Business processes captured in Standard Operating Procedures (SOPs)
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### 1. This proposed best practice is primarily related to (please tick 2 most applicable boxes):

What Customers want or value		Finances / Costs		Business Processes	X	Staff		Systems	X
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.	
For each major business activity, we have a Standard Operating Procedure (SOP) in place describing how the activity is to be performed, managed, and controlled.	
These are compliance-checked and updated regularly but at least once a year. We have a few businessmen on our Board who assist with this task. Simplifying processes from time to time with the introduction of modern technology is critical.	
3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.	
This was developed in line with what the private business sector does.	
3.3 Why do you consider this to be a best practice? E.g., Outcomes noted	
You need to understand your business and by drafting SOP you are forced to think about how things are done and could be done better.	
Institutional memory is documented and not lost when members move on.	
3.4 Do you consider this to be compliant with the current Older Persons Act?	
Yes	No
If Yes, which portions does it comply with?	If No, which portions does it not comply with?
I do not know	X
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?	
Business people on the board assist with the reviews and creation of SOPs	
Put on our year planner so the reviews are not forgotten	
3.7 What are the benefits for your residents and/or staff and other stakeholders?	
Knowing that we do things well and efficient.	
Knowing that there is consistency of application and not a new way invented with every new board member	
3.8 What lessons were learned?	
We cannot check on management all the time so we have good policies and all procedures in SOP. Also help with new staff	