

PROJECT SCAFFOLD - BEST PRACTICE

(Note: Areas is green for office use only)

Organisation contributing the best practice

Organisation name:		Huis Herfsblaar		Best Practice Ref. Nr.		5053/001/021	
Information provided by:		H Els		Date:		09/05/2022	
Contact email:		hr2@huisherfblaar.co.za		Role within organisation:		Personnel Officer	
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Stage of BP development:		Submitted	x	Under Review	x	Clarification	
						Legal Review	
						Sector Contributions	
						Published	

BEST PRACTICE

Name of Best Practice	Utilizing residents for relief work in certain areas
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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	x	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	Y	Rural	N	Number of Social Grant Recipients					0
Care centre	x	Independent Living	x	Assisted Living	x	Nr. of In-house staff	377	Nr. of Outsourced staff	9
Nr. of rooms	175 Flats 69 Town houses	Nr. of beds	175 Frail						

3. Description of best practice:

3.1 Share as much detail as possible. Where appropriate, please indicate resident participation, involvement, benefit etc.	
Residents who are still willing and able to perform functions in the labour market are asked to relief for short periods of time in administrative positions, e.g. Receptionist, Switchboard	
3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.	
Sometimes residents offer their services to the organization because they may be bored and would like to offer their assistance	
3.3 Why do you consider this to be a best practice? E.g., Outcomes noted	
Residents can still contribute to the organization and feel they are still able to contribute	
3.4 Do you consider this to be compliant with the current Older Persons Act?	
Yes	yes
No	
If Yes, which portions does it comply with?	
If No, which portions does it not comply with?	
I do not know	
3.5 How long has this practice been used within the organisation? (state period in years)	
4 years	
3.6 What are essential aspects in the organisation that directly support / maintain this practice?	
Residents know the business and processes; they are able to convey correct and relevant information to others.	
3.7 What are the benefits for your residents and/or staff and other stakeholders?	
Residents feel that they are still valuable. Encourage participation in the different resident activities.	
3.8 What lessons were learned?	
Residents are still capable to do certain tasks Herfsblaar management and personnel have the courage/freedom to ask residents for assistance	

DRAFT FOR COMMENT