

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.		5053/002/022	
Information provided by:		L Lombard		Date:		10-05-2022	
Contact email:		info@huisherfsblaar.co.za		Role within organisation:		Office Manager	
Contact number:		0123334445x102		Contact number:		0123334445x102	
Stage of BP development:	Submitted	x	Under Review	x	Clarification	Legal Review	Sector Contributions
							Published

BEST PRACTICE

Name of Best Practice	Convenience shop
-----------------------	------------------

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	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.	
During COVID Lock down we changed our tuck shop to more of a convenience shop. The shop provides a wide range of nonperishable food as well as perishables items, including fresh bread, milk, eggs, cheese and yogurt. There is also a variety of snacks. The convenience shop is operated by residents and is open for 2 hours per day, five days a week.	
3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.	
With COVID restrictions it was necessary to make changes in order to assist/accommodate the residents' needs. Bringing shopping to the resident's doorstep.	
3.3 Why do you consider this to be a best practice? E.g., Outcomes noted	
It assisted to keep residents safe – limit unnecessary exposure and contact It provides an opportunity for residents to offer their services, support each other and the organisation.	
3.4 Do you consider this to be compliant with the current Older Persons Act?	
Yes	Yes
No	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)	
2 years	
3.6 What are essential aspects in the organisation that directly support / maintain this practice?	
Utilization of residents' skills, knowledge and experience. The logistical support to provide stock and storage of perishable items.	
3.7 What are the benefits for your residents and/or staff and other stakeholders?	
Shopping made easy in a safe environment, especially for the wheelchair bound resident and using mobility aids. Opportunity for residents to have purpose and make a contribution with their time and skills.	
3.8 What lessons were learned?	
Peace of mind for the residence. Teach discipline to manage personal finances.	