

PROJECT SCAFFOLD - BEST PRACTICE

(Note: Areas is green for office use only)

Organisation contributing the best practice

Organisation name:		Kidbrooke Place		Best Practice Ref. Nr.		5055/001/017	
Information provided by:		Christa Marais		Date:		31.03.2022	
Contact email:		caremanager@kidbrooke.co.za		Role within organisation:		Care Manager	
Contact number:		028 316 1142		Contact number:		028 316 1142	
Stage of BP development:	Submitted	X	Under Review	x	Clarification	x	Legal Review
						Sector Contributions	Published

BEST PRACTICE

Name of Best Practice	NO visiting hours
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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	X	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		Rural		Number of Social Grant Recipients				
Care centre	X	Independent Living		Assisted Living		Nr. of In-house staff		Nr. of Outsourced staff
Nr. of rooms	28	Nr. of beds	28					

3. Description of best practice:

3.1 Share as much detail as possible. Where appropriate, please indicate resident participation, involvement, benefit etc.	
No visiting hours Before Covid the care centre had no restriction on visiting hours, visitor could come and go any time of day. We will return to this, hopefully soon.	
3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.	
Previously visiting hours was a rule to be followed, displayed, written into the contract and communicated in writing, making the care centre an institution. The challenge was in reassuring the staff that it is okay for family to visit and most of all be part of our care process.	
3.3 Why do you consider this to be a best practice? E.g., Outcomes noted	
We found it create a "united" atmosphere between staff and family and it moved us away from being an institution. It also stated that we had nothing to hide from the families as they where welcome anytime so trust was built in return it kept us aware of our standard of care as we would have eyes on us all the time. It created a feeling of home and dignity for the residents.	
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?
Chapter 2 nr 9(g) ...promotes the respect and dignity of older persons	
I do not know	
3.5 How long has this practice been used within the organisation? (state period in years)	Changed ± June 2014
3.6 What are essential aspects in the organisation that directly support / maintain this practice?	
Not maintained at moment as Covid restrictions apply,	
3.7 What are the benefits for your residents and/or staff and other stakeholders?	
No visiting hours allows our residents to see family and friends on their terms, giving them autonomy. Relationships are easily built with frequent visits resulting in good communication between next of kin and Kidbrooke. Families felt included in our care as they would join in activities when they visit.	

3.8 What lessons were learned?
Small changes can have a big impact on our resident's quality of life.