

PROJECT SCAFFOLD - BEST PRACTICE

(Note: Areas is green for office use only)

Organisation contributing the best practice

Organisation name:		MacCare NPC - Nelspruit		Best Practice Ref. Nr.		5045/003/011	
Information provided by:		Heide Archer		Date:		2/25/2022	
Contact email:		nelspruit@macadamiacare.com		Role within organisation:		Care Manager	
				Contact number:		0711755564	
Stage of BP development:	Submitted	X	Under Review	X	Clarification	x	Legal Review
						Sector Contributions	Published

BEST PRACTICE

Name of Best Practice	Staff training Schedule - Staff-driven Be inSpirit-ed – Life skill/ enrichment Training
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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		Staff	X	Systems	
Organisation Structure		Quality of care		Care Service Delivery		Health & Safety		Morale	X
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		Assisted Living	x	Nr. of In-house staff	20	Nr. of Outsourced staff	10
Nr. of rooms	19	Nr. of beds	19						

3. Description of best practice:

3.1 Share as much detail as possible. Where appropriate, please indicate resident participation, involvement, benefit etc.	
Staff training schedule to inspire and involve staff in their own holistic growth and development.	
3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.	
I have found very poor team work and low morale in the staff when I arrived. They were bored of the training schedule that was repeated over the years and doing their tasks as a automatically. I noticed that their level of life skill training was minimal, and then inspired by a colleague who did out of the box training with their staff. So in January I started a training with them and was blown away by their enthusiasm. I have put together topics for the whole year and asked them if there were anything they would like to learn, so far I have had little response but am sure this will change in time. Topics planned for the year can be made available but it may vary and input from the staff is valuable, as it is their needs I would like to address. Currently training happens every 2 weeks, though some months there is more time. Materials used are exercise books and printed exercises/ pictures. Activities may involve flowers, ingredients to bake etc.	
3.3 Why do you consider this to be a best practice? E.g., Outcomes noted	
Staff morale has absolutely improved 50fold, and they are learning some life skills they can take home be proud of and share with their families. It is also a way of giving something back, to our foundation who give so much to our residents.	
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?
Staff support and morale, which gives you a content, happy, responsible and caring staff member looking after our vulnerable Elderly.	
I do not know	
3.5 How long has this practice been used within the organisation? (state period in years)	0.3 years
3.6 What are essential aspects in the organisation that directly support / maintain this practice?	
Staff interaction and participation, well worked out schedule and material and a Care Manager who is committed to find the time and energy. Also strong and trusting relationships between staff and management.	
3.7 What are the benefits for your residents and/or staff and other stakeholders?	
Content happy staff and residents. We always concentrate on activities for the Elderly and putting energy in them, it is also important to uplift the staff in a fun and educational way.	
3.8 What lessons were learned?	

Thank you for your contribution to improve the lives of older individuals and those supporting them.

Send completed form to projectscaffold2021@gmail.com

How much need there is for basic knowledge, things we take for granted. And how we need to think out of the box and be open and unattached to the way things have been done for years.

DRAFT FOR COMMENT