

# PROJECT SCAFFOLD - BEST PRACTICE

(Note: Areas is green for office use only)

## Organisation contributing the best practice

Organisation name:		DEUTSCHES ALTERSHEIM PRETORIA		Best Practice Ref. Nr.		5050/001/012	
Information provided by:		KATRIN GINLEY		Date:		28.02.2022	
Contact email:		dap.office@telkomsa.net		Role within organisation:		GENERAL MANAGER	
Contact number:		012 346 1222		Contact number:		012 346 1222	
Stage of BP development:		Submitted	x	Under Review	Clarification	Legal Review	Sector Contributions
							Published

## BEST PRACTICE

Name of Practice:	DEUTSCHES ALTERSHEIM PRETORIA
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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	
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		Social Grant Recipients					
Care centre	X	Independent Living	47 Flats	Assisted Living	31 Rooms	Nr. of Inhouse staff	51	Nr. of Outsourced staff	14
Nr. of rooms	14	Nr. of beds	29	FRAIL CARE					

### 3. Description of best practice:

3.1 Share as much details as possible. Where appropriate indicate resident participation, involvement, benefit etc.	
Regular in-house training and information sessions for staff relevant to everyday work associated with our Care Home. Staff that work shifts sleep in-house. This saves them money and time, and during Covid times kept everyone safer with less travel involved. Staff are able to purchase healthy meals from our kitchen at discounted prices. Staff that earn under a certain threshold receive free meals daily. Lockers are provided for staff members so they can keep their valuables in a safe space.	
3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.	
Transport is often a challenge for the staff members that have to use public transport. Not only the costs involved, but also the travel time is often substantial. By sleeping in-house, staff save both time and money and are in a safe environment. Our staff appreciate this.	
3.3 Why do you consider this to be a best practice? E.g., Outcomes noted	
Our staff are on time and not tired when starting their shifts. They save money and are safe. They are not affected when there is a strike or other demonstrations on the road. Staff that travel from further away save a lot of money on transport costs.	
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?
I do not know	
3.5 How long has this practice been used within the organisation? (state period in years)	30 Years
3.6 What are essential aspects in the organisation that directly support / maintain this practice?	
This practice unifies employees and residents in that everyone has an understating of our mission and strategies. We co-ordinate efforts of individual efforts into a group effort. We make sure that the right people do the right things at the right time.	

**3.7 What are the benefits for your residents and/or staff and other stakeholders?**

Staff on duty are essential at our Old Age Home at all times. This practice refers to our shift workers, namely Frail Care and Kitchen staff. Our maintenance staff members also stay in-house from time to time, and this helps when there is an emergency that needs to be seen to over a weekend or at night (eg a burst water-pipe, flooding, electrical problems)

**3.8 What lessons were learned?**

We have the most amazing, caring staff and we have learnt that if we take good care of them, and care about them, then they in turn care about the organization and the residents living here. It makes a better, happier and friendlier workplace for all.

DRAFT FOR COMMENT