

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.		5050-004-018	
Information provided by:		KATRIN GINLEY		Date:		25.05.2022	
Contact email:		dap.office@telkomsa.net		Role within organisation:		GENERAL MANAGER	
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Stage of BP development:		Submitted	X	Under Review		Clarification	
						Legal Review	
						Sector Contributions	
						Published	

BEST PRACTICE

Name of Best Practice	UPSKILLING OF STAFF
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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		Rural		Number of Social Grant Recipients				0
Care Centre	X	Independent Living		Assisted Living		Nr. of In-house staff	29	Nr. of Outsourced staff
Nr. of rooms		Nr. of beds	30	FRAIL CARE				

3. Description of best practice:

3.1 Share as much detail as possible. Where appropriate, please indicate resident participation, involvement, benefit etc.	
1. Twice a month, training sessions are held in our Frail Care division with all nursing and caring staff 2. Staff are given various topics to discuss and are taught about, all relating to their profession, medical, physical and psychological conditions, ethics and basic human challenges. 3. Every month a different staff member is chosen to present a training session to the group on a relevant topic.	
3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.	
The staff member that has to present the training session has to do in-depth research and prepare for the lecture. This teaches them how to research, where to find information and how to present it. They learn valuable skills along the way. Public speaking, researching, planning, preparation, and presentation. The rest of the group benefit from the knowledge imparted to them. The challenge for our staff is to find the relevant information and prepare an entire lecture for their group. Many have never done this before and although we provide guidance, the onus is on them to prepare and research the material they will be presenting. Some staff members do an excellent job of this whilst others struggle a bit. Therefore, some training sessions are more informative and well researched than others. However, they all do it and everyone is given a chance.	
3.3 Why do you consider this to be a best practice? E.g., Outcomes noted	
Staff are uplifted and feel valued. Skills are learnt that will stay with them and can be of future value to them. Doing, rather than just listening in a training session focusses their attention. Every staff member, no matter what their duties or responsibilities are required to participate and have their 'turn' to be heard.	
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?
Provide opportunities for the training of the staff	
I do not know	
3.5 How long has this practice been used within the organisation? (State period in years)	
6	
3.6 What are essential aspects in the organisation that directly support / maintain this practice?	
We require the 'buy-in' of all our staff, their participation is crucial. Luckily, the majority of the staff rise to the challenge and appear to enjoy these training sessions. The nursing manager, who facilitates this practice is committed and passionate about training and uplifting the staff.	

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

Send completed form to projectscaffold2021@gmail.com

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

Staff that is sympathetic, understanding, and knowledgeable are able to better care for and empathize with our residents on all levels.

We believe that education and knowledge is the key to higher quality care and a happier and healthier environment for the entire facility.

Interesting topics are discussed and because they are presented by a different staff member each time, new aspects are introduced, and different viewpoints are expressed and brought to light.

It creates a bond within the team.

3.8 What lessons were learned?

Staff that are acknowledged and appreciated provide a better service, become truly invested in their tasks and know that they are an essential and valued member of our organization.

Our staff learns to how to express themselves clearly.

DRAFT FOR COMMENT