

# 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.		5050-005-019	
Information provided by:		INGRID LOMBARD		Date:		25.05.2022	
Contact email:		dap.office@telkomsa.net		Role within organisation:		NURSING MANAGER	
Contact number:		012 346 1222					
Stage of BP development:	Submitted	X	Under Review	Clarification	Legal Review	Sector Contributions	X

## BEST PRACTICE

Name of Best Practice	SHIFT CHANGE PROCEDURES
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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	x
Organisation Structure		Quality of care	x	Care Service Delivery		Health & Safety	x	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.	
<p>The shift leader going off duty hands over report to all the nursing staff coming on duty.</p> <p>All the staff when coming on duty, gets together at the duty station after signing the attendance register and the work allocation sheet for the day. The shift leader shares information on the condition, special needs and care rendered to every resident during the past shift or past days when the shift coming on duty has not been working the previous shift. Information regarding doctor's and family visits or telephone calls, changes in prescriptions and special requests by family members are mentioned.</p> <p>Thereafter information that is diarised for the day is handed over, e.g. birthdays of staff and residents, doctor's appointments, scheduled pathology tests that need to be done, booked family visits, planned activities for the residents and scheduled meetings and training sessions for the staff.</p> <p>The nursing staff also makes use of a message book to convey important information to each other. The message book should be read by every person at the beginning of the shift to find out whether there is a message for them.</p>	
3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.	
This practice of handing over shift was implemented to ensure that everybody is informed.	
3.3 Why do you consider this to be a best practice? E.g., Outcomes noted	
Every person coming on duty is informed and updated on the special care needed by each resident and activities for the shift.	
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?
Chapter 4 points 16 and 17(a) & (b)	
I do not know	
3.5 How long has this practice been used within the organisation? (State period in years)	10+
3.6 What are essential aspects in the organisation that directly support / maintain this practice?	
Good team work, buy-in from all the staff and management.	
3.7 What are the benefits for your residents and/or staff and other stakeholders?	

Residents receive the required nursing care and the nursing staff can plan their working routine according to the information received.

### 3.8 What lessons were learned?

A proper handover of shift ensures that everybody is properly informed and that all scheduled activities are executed on time.

DRAFT FOR COMMENT