

PROJECT SCAFFOLD - BEST PRACTICE

(Note: Areas is green for office use only)

Organisation contributing the best practice

Organisation name:		Residentia Moria		Best Practice Ref. Nr.		5047-001-040	
Information provided by:		Luandrie van den Berg		Date:		2022.10.21	
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Contact number:		0824467126		Contact number:		0824467126	
Stage of BP development:		Submitted	x	Under Review		Clarification	
						Legal Review	
						Sector Contributions	x
						Published	x

BEST PRACTICE

Name of Best Practice	Code of ethics/care partner agreement
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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		Systems	
Organisation Structure		Quality of care	x	Care Service Delivery	x	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		Nr. of beds						

3. Description of best practice:

3.1 Share as much detail as possible. Where appropriate, please indicate resident participation, involvement, benefit etc.	
We strive to create an environment that promotes the seven domains of wellbeing to every elder person through our conduct, activities, daily routines and living spaces, thus we created a care partner agreement based on a several principals that underline the way we conduct ourselves towards staff, elders, and our scope of work at Moria.	
Our best practice is based on the following principles:	
<ul style="list-style-type: none"> - Defining accepted and acceptable behaviors of residents and staff members. - To begin to shift accountabilities away from the managers or team leaders and onto the teams and elders. - Promoting high standards of care within Moria. - Creating rituals of home, rather than enforcing institutionalized practices. - Provide a benchmark to use for self-evaluation for carers and staff members - Establishing a framework for behaviors and responsibilities of the staff and elders. 	
3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.	
This care partner agreement was created so that we could establish a fundamental framework for every person living and working at Moria. This code describes the values and ethics we follow in our daily conduct and interactions with each other. It was created to essentially give us a framework to build on and move towards a better care facility where our residents feel noticed and loved, and most importantly receive the best care we can provide. The development of the care partner agreement stemmed from the model (The Eden Alternative) that the Residentia Foundation as a whole, is working towards within all 14 of the Residentia Schemes, to ultimately create spaces and living communities where the elders can flourish and be well taken care of.	
3.3 Why do you consider this to be a best practice? E.g., Outcomes noted	
It is a model that focuses on improvement and good ethical practices within Moria, that is no way causes any harm to the residents or staff. The care partner agreement is a positive contribution (add-on) to the existing protocols and practices we have in place. The outcomes of following this standard of care and ethical practices can be noted in the morale of the residents. They are happy and well taken care of, the daily activities are purposeful and adds value to their days. The interactions amongst the residents and staff are also positive, where the residents are treated with respect and dignity.	
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?

In compliance with the Older Person Act 13 of 2006, the following chapters and articles are incorporated: Chapter 2 Sec 7; Chapter 2 Sec 9 Chapter 3 Sec 11 Chapter 4 as a whole	
I do not know	
3.5 How long has this practice been used within the organisation? (state period in years)	6 Months
3.6 What are essential aspects in the organisation that directly support / maintain this practice?	
The staff and residents of Moria is essential in promoting and following the care partner agreement which upholds this strong code of ethics and promotes success and future of Moria.	
3.7 What are the benefits for your residents and/or staff and other stakeholders?	
<p>We believe that every care partner (elder and employee) is a vital part of our Moria family, and therefore we strive to create an environment (through our conduct, code of ethics, interactions, and physical surroundings) that is positive and conducive for everyone's personal and emotional wellness.</p> <p>The Care Partners feels empowered and valued, thus rendering a best quality service.</p> <p>Elders maintain a sense of belonging and an active involvement in their own lives and decision making affecting them.</p> <p>By promoting an environment of achievement and recognition (giving appraisal to each other for going the extra mile or "doing something right") productivity and positivity increased amongst care partners</p> <p>The residents are happy and healthy and has a high psychological and social functioning.</p>	
3.8 What lessons were learned?	
<ul style="list-style-type: none"> - Not everyone is always respectful towards the care partner agreement, but can be shown through other people following and upholding the principles that it is the set of values we follow and how we conduct ourselves. 	

SECTOR CONTRIBUTION

Date presented:	18 January 2023	
Question or Comment or suggestion	Response / change to best practice if applicable	
1. How do you go about to implement this code of ethics?	<p>Communication via meetings and letters.</p> <p>Content is explained at small group resident meetings – ask residents' participation, ensure they know why and what would like to be achieved.</p> <p>Same meetings are held with staff (kitchen, maintenance, care) and then some combined meetings with staff and residents.</p> <p>All are invited to contribute and discuss on how we go forward and reach the goal of being a home.</p> <p>Families of persons living with dementia are also informed and included.</p> <p>Information also sent out in letters and feedback requested on how goal can be achieved etc.</p>	
Contributor:	Magda Pienaar – true2you	
2. Comment: Jewish communities (e.g. Highlands House) and Tafta have made some similar progress. Miss this aspect in so many other homes.		
Contributor:	Syd Eckley	
3. Compliment: Thank you for continuing the journey to change and improve the culture of the organisation!	<p>Explained the reality of the restrictions of the organisation to residents and families. Residents signs an indemnity letter to give permission.</p>	
4. Question: How did you go about the aspect mentioned of residents driving fellow residents to appointments etc. in their private cars?		
Contributor:	Yolande Brand	

5. Compliment: Like the idea of including residents as much as possible. Also inline with OPA re resident's committee etc.	
Contributor:	Juanee Pretorius – Faircape
6.	
Contributor:	



It Can Be Different

RESIDENTIA MORIA CODE OF ETHICS CARE PARTNER AGREEMENT

TO DEFINE ACCEPTED/ACCEPTABLE BEHAVIOURS

- We promote an atmosphere that places the residents as the most important partner in our care agreement.
- We communicate in a language understood by everyone at Residentia Moria.
- We speak to the Elders, as far as possible, in a language that they prefer.
- We greet every Elder and care partner when we pass them in the halls or foyer.
- We address our residents by a name of their choice.
- We strive to create an environment that promotes the seven domains of wellbeing to every elder person through our conduct, activities, daily routines and living spaces.
- We always knock on a door and wait for an answer before we enter the room.
- We, as care partners, respect the private living space of every Elder's room or flat, and therefor will conduct ourselves in a respectful manner in that space:
- If we cannot be on time for our shift, we call our team leader in an adequate time to inform them that we will not be on time, and we try to specify a time that we will be at work in order for everyone to make the necessary adaptations to ensure the best possible care and service delivery.



It Can Be Different

- We respect that every Elder is capable to govern themselves and their personal matters and we conduct ourselves in accordance with this standpoint, expect for when it is proven that the elder needs assistance with it.
- We always ask an Elder if they need our assistance before we assist them.
- In the case that an elder passes away, we pay our respects in an acceptable manner and give family members the appropriate time to spend time in their room.
- We believe that every care partner (elder and employee) is a vital part of our Moria family, and therefore we strive to create an environment (through our conduct, code of ethics, interactions and physical surroundings) that is positive and conducive for everyone's personal and emotional wellness.
- We also believe that every resident's family forms part of our family, and therefore we strive to keep a positive relationship between all parties, where we also believe that family members have the right to be informed about matters involving the elder.

TO BEGIN TO SHIFT ACCOUNTBILITIES AWAY FROM THE MANAGER OR TEAM LEADER AND ONTO THE TEAM(S) AND OR ELDERS

- Care Partners are empowered to draw up their own duty rosters.



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- Elders are responsible for participating in the buddy system created to support current and new residents by involving them in activities at Moria, as well as look out for each other in a psychosocial setting.
- Care partners create their own work routine, with input from the elders they care for, in order to accommodate both parties involved (Elder and carer)
- Elders is involved in planning and the execution of various activities and procedures that affect them directly, for example involvement in planning the weekly menus, organizing active aging activities like book club, book reading, bingo, Rummikub etc.
- Elders are involved in maintaining our beautiful gardens and are also involved in the general maintenance of Moria.

TO PROMOTE HIGH STANDARDS OF CARE

- Elders can wake up and go to bed at a time that they prefer.
- Elders choose to have their breakfast, lunch and dinner when they prefer.
- Elders have the freedom to decide what they would like to wear daily.
- Elders are consulted regarding their own bath times, and it is scheduled according to their preferences and needs.
- Elders are not disturbed or waken during the night when carers do their rounds.
- Medication is only used to alleviate pain and help Elders to be more independent, not to manage loneliness, helplessness and boredom.



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- No medication is administered without a prescription or blister packing done by a pharmacy.
- Acute medication is administered according to a set protocol according to Dr. Ibrahim's instructions.
- Family conferences are held regularly to keep a good relationship between the elders, carers and families.
- We respect the living spaces of our elders, even if they receive care in their room.
- Elder involvement is encouraged in creating living spaces that is in accordance with their preferences.
- Elders' choices and input in the care they expect is very important and encouraged.
- Elder involvement in activities and decision making is encouraged.
- We strive to promote independency, co-ordination and self-accomplishment for the elders according to their abilities and capabilities and offer help where needed.
- We promote and encourage mobility and daily exercise suitable to elders' abilities to enhance physical functionality.

TO CREATE RITUALS OF HOME, RATHER THAN ENFORCING INSTITUTIONAL PRACTICES

- Breakfast and dinner are flexible with choices.
- Meals are specified and adapted to suit the Elder's individual preferences.
- Elders can decide if they prefer to have some meals in their rooms; and create spaces that are conducive to the elders being able to have their meals in those spaces, that is not the formal dining room.



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- An Elder moving into our community is welcomed by Care Partners and Elders in a fitting way, where they receive a welcome bag with gifts and important information.
- Individual birthday cards are given to an Elder, by fellow residents, on his/her birthday and treats are expected in the dining room or in their rooms during lunch. Families of the elder is invited to join us for a special lunch on the specific day.
- As agreed, celebration of the elders' birthdays will take place quarterly.
- Special days, like Women's Day, Mother's Day, first day of Spring etc. is celebrated and made special with gifts and meals and activities.
- We strive to create spaces where Elders are being cared for and pampered, for example in-house hair salon and beauty salon, on-site pharmacy, on-site coffee shop, gaming room, various tuckshops etc.
- Lunch is provided everyday for the personnel of Moria.

TO PROVIDE A BENCHMARK TO USE FOR SELF-EVALUATION

- Promoting an environment of achievement and recognition by giving appraisal to each other for going the extra mile or "doing something right".
- We focus on individual strengths and use them to empower those around us and create an environment where we provide excellent and individualised care.
- We use our '**Above and Beyond Passport**' to show off our performance and to give recognition to ourselves for a job well done.



It Can Be Different

TO ESTABLISH A FRAMEWORK FOR BEHAVIOUR AND RESPONSIBILITIES

- We focus on empowering language and move away from language used in institutionalised facilities. The way we speak reflects the values of our lifestyle centre and home of the elders. “Words makes worlds”
- All activities and practices conducted is done with the seven domains of wellbeing as guideline.
- Every person employed within our lifestyle centre respect and acknowledge that they work within the homes of our residents, and therefor will act with respect toward each resident and their belongings.
- Our care partners respect each other and speak to each other in a manner that is acceptable and promotes fairness and equality between different departments of care.