

## INFORMATION AND KNOWLEDGE BASE

### HANDY MODEL TO DEVELOP A FACILITY

#### - Chapter 19 -

Page

---

## 19. Handy Model to Develop a Facility

19.1	Introduction	2
19.2	Strategy	2
19.3	Legal	2
19.4	Finance	3
19.5	Frail or Residential Care	3
19.6	Primary Health Care and Support	4
19.7	Contents of a Primary Health Care Program	4
19.8	Important Notes	5

*"To be yourself in a world that is constantly trying to make you something else is the greatest accomplishment."* - Ralph Waldo Emerson

## - Chapter 19 -

### HANDY MODEL TO DEVELOP A FACILITY

#### 19.1 Introduction

This guideline provides a framework taking the *Older Persons Act No 13 of 2006* into account with reference to other pieces of legislation and the different codes of practice that may apply. This is a generic document which should be internalized and adapted to each facility's requirements. The document can be used as a handy model to develop a facility's own business plan. The framework is divided in the following main sections:

- Strategy
- Legal status
- Financial
- Frail or residential care in terms of Chapter 4 of the Act
- Community-based care in terms of Chapter 3 of the Act
- Residents matters

#### 19.2 Strategy

Spell out and clarify the:

- Vision, mission, driving principles and goals.
- Key Performance Areas to be identified in relation to the above.
- Corporate governance. This can be presented in many ways depending on the status and historic background. The key is the question: Are we in line with the King 4 principles and if we are an NGO, conform to the code under the *NPO Act*.
- It is most important that a facility subjects itself to regular independent assessment of the facility's strategic performance.

#### 19.3 Legal

This includes the following:

- The legal identity and status must be spelled out for all to understand.
- Full disclosure of all zoning and registration requirements.
- Different options available need to be identified and outlined.
- Identify and all the different acts, ordinances, and codes and how they apply.
- Disclose and outline the different rules that will apply.

## 19.4 Finance

This is both simplistic but also complicated, but a vital component depending on the legal status of the estate, its foundation and leadership.

- Linked to the two previous components, spell out the details of the overall financial framework that will apply.
- Identify and clarify the total cost structure that will apply, both from the residents' and owners' perspective.
- Financial impact details of the different agreements that may or may not apply and their implications, like sub-letting, mortgaging, government assistance, personal contributions, and so on.
- Financial policy and its practical application.

## 19.5 Residential Care

This is an intense, demanding and extremely sensitive component and both **Chapter 13 and 14** should be used as a base to do the planning. Seriously consider obtaining the services of a gerontologist. The following sub-headings are applicable:

- Legislative and professional elements that will direct your care operations.
- Administrative model must be outlined which will include a variety of requirements, like organizational structure, agreements, terms and agreements, resident data, communication, residents' committee, reporting, recording, cost structures and so on.
- Physical environment factors and requirements, like *inter alia* lay-out, facilities, health and safety standards, options.
- Scope of practice of the care service will cover a huge number of elements and options, like assessments, control measures, reporting mechanisms, fact-based care decision-taking, staff training, complaints procedures and conflict resolution, multi-disciplinary team, resident and family involvement, volunteers, etc.
- Catering outline and service. Full details are needed to ensure both quality and legal compliance.
- Security policy outline and operations are important. Provide full details towards ensuring peace of mind to residents and legal compliance.
- Education and lifestyle enhancement; the key factors are active and healthy lifestyles. Emphasis on preventative health is important.
- Residents' rights are a key component that needs to be recognised and applied.
- Spell out if residents in independent units and those in the frail care catered for, and how. There is the following to be consider:
  - Brochure of the facility and specifically the frail care, spelling out the basket of services, prices, conditions and more.

- Frequency of feedback to residents and family by way of newsletters and other mediums.
- Annual assessment of the quality of care, service provided by residents and family.
- Opportunities to interact with residents and family by way of information sessions.
- Complaints and compliment procedures.
- Community involvement, to name a few: contact with pets, plants, children, participation in welfare projects.
- Fundraising is a growing need, and the plan must be spelled out.

## **19.6 Primary Health Care and Support**

This section links closely with the care and support function. There are two scenarios:

- The service operates from the frail care/residential facility which acts as a hub. In such a scenario most of the conditions and requirements will almost be the same.
- The primary health care service operates totally independently. This means the facility does not have a frail care facility. Also, it may mean that an independent service provider, properly appointed in accordance with a service level agreement, may be used. The owner or body corporate will still be responsible to ensure proper compliance with the different Acts and professional Codes.

## **19.7 Contents of a Primary Health Care Programme (PHCP)**

The following are important areas to cover:

- Clarify the overall goal and driving objectives of the PHCP.
- Spell out the policy with special attention to the following:
  - Overview of all care services to be made available.
  - Identify and describe the different service baskets and terms and conditions linked to each basket, include costs.
  - Draft the agreement to be entered into spelling out all terms and conditions.
  - Spell out any conditions and procedures that will apply should a resident decide to use his/her own service provider.
- Compliance requirements: This requires the service provider, whoever that may be, to issue a compliance notice. Included in such notice will be a statement that spells out that all legal and professional terms have been met.
- Specifications of the following components of the PHCP service.
  - Primary health care to be fully spelled out, including all terms and conditions.
  - Assessment options and procedures. Distinguish between out voluntary and compulsory procedures.
  - Home-based care, including all terms and conditions.
  - Domestic services: home cleaning, laundry, maintenance.

- Transport services.
- Socialisation - options and conditions.
- Wellness and lifestyle coaching.
- Crisis-call options, conditions, and procedures, including medical support.
- Security conditions and services. Identify the responsibilities of both management and the individual resident.
- Catering conditions, costs, options, and services.
- Communal facilities and activities available, applicable terms and conditions.
- Administrative support services, including terms and conditions that will apply.
- Communication protocols. Residents must know all applicable procedures, specifically the importance of notification of movement, changing contact details.
- Complaints, compliments, suggestions, and application of a discipline code.
- Residents' personal obligations in terms of promoting a healthy lifestyle, independence and preventing dependency, frailty, and disability.
- Prevention and dealing with abuse, victimisation, and exploitation. All procedures need to be spelled out, including details of the *National Abuse Protocol*.
- Representation and governance. All details concerning the representative structure need to be spelled out, including the corporate structure and terms that apply.

### **19.8 Important Notes**

- The policies of the facilities must provide, besides the normal contents, full details of all care and support services and the terms and conditions that will apply.
- Facilities will differ in many ways from one another. The health care and support services must reflect the value and legal fibre of the facility.
- It is important that each facility knows the health baseline of the residents, thus understands potential, challenges and risks. To achieve this, it is necessary to conduct a health status analysis at least annually.
- It is important to understand that a facility is not an old age home and that everything possible needs to be done to promote healthy lifestyles of residents and to prevent premature frailty, dependency, and disability.
- The *Older Persons Act* is the principle legal driver of communities where retirees reside. The cornerstones of this Act are to ensure human dignity, protection of rights, well-being, and independence if possible. It is important to know that this Act binds all natural and juristic persons to apply the Act with purpose and decisively. Any form of conflict if not resolved as soon as possible will constitute abuse and will be against the Act and promoting conflict can be held liable.