

SP_2.2.2_SERVICE PACKAGE FOR RESIDENTIAL FACILITIES_2027/28/-2029/30

1. INTRODUCTION

Services to Older Persons affect older persons in the society and as such programmes in the sector must respond to needs of all sectors. The service package is aimed at identifying services older persons and conditions thereof.

2. PURPOSE

To provide integrated developmental social welfare services to the poor and vulnerable in partnership with stakeholders and civil society organizations.

3. RIGHTS OF OLDER PERSONS IN RESIDENTIAL FACILITIES

- ♣ appoint a representative to act on his or her behalf.
- ♣ have reasonable access to assistance and visitation.
- ♣ keep and use personal possessions.
- ♣ have access to basic care.
- ♣ be informed about the financial status of the residential facility and changes in management.
- ♣ participate in social, religious and community activities of his or her choice.
- ♣ privacy
- ♣ his or her own physician if he or she can afford it.
- ♣ be given at least 30 days' notice of a proposed transfer or discharge.

4. LEGISLATIVE FRAMEWORK

International instruments

- The Madrid Plan of Action 2002,
- World Health Organization Declaration on the Rights of Older Persons

National instruments

- Older persons Act no 13 of 2006
- Social Assistance Act No 6 of 2008
- Non-Profit Organizations Act no. 71 of 199

Guidelines

- Minimum Norms and Standards for Residential Facilities
- Monitoring and Assessment for Services to Older Persons

5. TYPES RESIDENTIAL CARE FACILITIES

- ♣ Category A - Independent living
 - Interim Homes
- ♣ Category B -Assisted living.
 - Boarding Houses
 - Housing Schemes
 - Retirement villages
 - Shelters
- ♣ Category C- Frail care
 - Residential Facilities

6. BASKET OF SERVICES IN RESIDENTIAL FACILITIES

- ♣ 24 Hour care and support services to frail older persons and older persons who need special attention.
- ♣ Care and supervision services to older persons with dementia and other mental related conditions requires special measures like, therapy and explicit labelling of the environment.
- ♣ Rehabilitation services
- ♣ Public Education on ageing issues, including dementia.
- ♣ Counselling services
- ♣ provision for temporary accommodation of older persons at risk
- ♣ Implementation and monitoring of outreach programmes
- ♣ Respite care – This is a temporary relief service to family members or any person taking care of a frail older person. The older person will be admitted for a short period only e.g., when the family wants to go on holiday.
- ♣ Training of volunteer's care givers
- ♣ Sport and recreational activities

7. SERVICES RENDERED

- ♣ 24-hour care and support services
- ♣ Training of service providers
- ♣ Provision of Meals
- ♣ Recreational activities
- ♣ Laundry services
- ♣ Library services

8. Accommodation Category A - independent living and B assisted living residents.

• Building and facilities

- ♣ Single room floor space at least 9m² or according to minimum local government By-laws requirement.
- ♣ Double room floor space at least 16m² or according to minimum local government By-laws requirement.
- ♣ Ward type accommodation at least 7,5 m² per resident except head of bed all sides 0,6 m from walls and unobstructed space between beds of 1,2 m or according to minimum local government By-laws requirement.

Accommodation Category C- Frail Care residents.

• Building and facilities

- ♣ Maximum of 4 beds per room. floors are not less than 7,5 m² per head or according to minimum local government By-laws requirement.
- ♣ Doors sufficient wide enough to accommodate wheelchairs, beds, trolleys and tripods.
- ♣ No stairs/ ramps at unreasonable steepness.
- ♣ Lifts in multi-story buildings must be bed size lifts to accommodate beds and trolleys.
- ♣ Toilets baths and showers to be wheelchair/tripod accessible.
- ♣ Non slippery flooring
- ♣ Emergency routes appropriate clearly identified visible during nighttime and all emergency exits accessible by wheelchair, trolleys and tripods.
- ♣ Closed TV cameras for frail care section is recommended but cameras must be positioned in such a way as not to violate the privacy of the older persons.

• Workstation

- ♣ One workstation per floor in a multi-level building/ central and accessible to all residents.
- ♣ Provision of a nurse call system with 2-way communication feature.
- ♣ Counter and work surfaces
- ♣ Telephone for internal and external communication
- ♣ Wash hand basin with taps
- ♣ Lock-up facility for all medication and scheduled drugs with separate areas for medicines and bandages, dressings etc

• Staff Rest Rooms and toilets

- ♣ Lockers for all staff
- ♣ Hand wash basin for the prevention of cross infection

• Examination room/Treatment room

- ♣ Screened off cubicle for privacy.
- ♣ Well-ventilated heated area.
- ♣ Electrical plug point for emergency equipment's.
- ♣ Enough shelving and cupboards for various stock items
- ♣ Wash hand basin with hot and cold running water and elbow regulating tap.
- ♣ Non-slip and non-shinning floor
- ♣ painted in light coloured washable paint.
- ♣ Equipped for first aid and emergency situations.

- **Passages, steps, staircases, and ramps.**

- ♣ Outside passages covered for protection against elements
- ♣ Corridors at least 1,8 m wide and provided with hand railing along the length of at least one wall.
- ♣ All corridors, staircases, flight of steps and ramps must have a non-slip floor surface and adequately lit and fitted with effective handrails.
- ♣ all steps must not be higher than 130mm or narrower than 335mm.

- **Bathroom Facilities**

- ♣ Bathroom facilities must be provided in the ratio of one (1) bath or shower to at least every eight (8) residents.
- ♣ In case of open plan facilities, bathroom facilities for residents to be designed for use by more than one person at a time.

- ♣ Constant supply of hot and cold water to all baths and showers.
- ♣ Bath positioned in such a way that residents have adequate access and effective handgrips installed.
- ♣ Emergency bells or communication systems to be in place.
- ♣ At least one (1) hand wash basin with constant hot and cold-water supply must be provided in each bathroom complex.
- ♣ Walls and ceiling of the bathroom complex must be painted with light coloured durable paint.

9. TARGET GROUP

Target group for services to older persons is 60 years and above male and female.

10. REGISTRATION PROCESS

- ♣ Organisations rendering services to older persons should be registered in terms Older Persons Act no 13 of 2006
- ♣ Organisations rendering services to older persons should be registered in terms of Non-Profit Organisations