



# HOPE CARE AFRICA

Helping Older Persons and Establishments



Helping older persons & establishments  
Training & Consulting Services

## **We believe in the power of hope**

We provide excellent care services to elderly of all backgrounds and nationalities. It is our mission to empower the people we serve with the tools they need to achieve dignity, independence and well-being throughout their life.

## **We are here to help**

It is important to address the challenges that the older generation face on a day-to-day basis. We lighten the burden for families and facilities caring for the elderly with a range of services such as counselling, relocation, and care management.

# About Us

HOPE is dedicated to helping older people and establishments caring for them.

- Established through a love and passion for the field of gerontological care.
- Seven years' experience within Partnership and Finance: Older Persons program in the employment of Social Development,
  - Need for a service focusing on training, legislative consultation and statutory services were emphasized during research interviews conducted in completion of her Master's Degree in Social Work.
  - Strives to bring about hope, love, and guidance to organizations and families in need as well as elderly in crises.
- Endeavors to be the voice for the aged and activists for those responsible for their care.
  - Support and development of organizations in elderly care as well as communities is of utmost importance as social change starts at ground level.
- As a community based practice focusing on a person-centered approach, the wellbeing of all is our number one priority.



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**MISSION**



# Our Promise



- **Safety**

A commitment to zero harm on all levels of psychosocial development,

- **People**

to create a caring, engaged and enabled work environment that recognizes both individual and team contributions in pursuit of higher performance.

- **Integrity**

to act consistently on set values, ethical standards and principles.

- **Accountability**

to take ownership of their behavior and responsibility to perform both individually and in teams.

- **Stakeholder focus**

to serve their stakeholders through quality products, service solutions and value creation.

- **Excellence in all they do**

- they deliver what they promise and add value beyond expectations.



# Home Based Care

# Definitions

## Home – Based Care

- Care provided or services rendered at the place where a frail older person resides
- Excluding at a residential facility
- By a caregiver in order to maintain such frail older person's maximum level of comfort
- Including care towards a dignified death

## Care

- Physical, psychological, social or material assistance to an older person
- Includes services aimed at promoting the quality of life and general well-being of an older person

## Objectives of the act

- Maintain and promote the status, well-being, safety and security of older persons
- Maintain and protect the rights of older persons
- Shift the emphasis from institutional care to community-based care in order to ensure that an older person remains in his or her home within the community for as long as possible
- Regulate the registration, establishment and management of services and the establishment and management of residential facilities
- Combat the abuse of older persons

## National norms and standards

- Chapter 2(6)(1) the minister may from time to time prescribe national norms and standards in order to define the acceptable levels of services that may be provided to older persons and in terms of which services must be monitored and evaluated
- Any person who provides a service to an older person must comply with the norms and standards contemplated in subsection (1)

## COMMUNITY BASED PROGRAMS

### Section 11(3)

- (3) Home-based care programmes directed at frail older persons within the community may include
  - (a) Provision of hygienic and physical care of older persons
  - (b) Provision of professional and lay support for the care of older persons within the home
  - (c) Rehabilitation programmes that include provision of assisted devices
  - (d) Provision of respite care
  - (e) Information, education and counseling for family members, caregivers and the community regarding aging and associate conditions

## REGISTRATION

### Section 12(1)(2)

- **(1) No person may provide community-based care and support services unless the service is registered in terms of section 13**
- **(2) a person who renders a community-based care and support service that has not been registered in terms of section 13 is guilty of an offence**

## PROVIDERS OF HOME BASED CARE

### Section 14(1-4)

- (1) any person who provides home-based care must ensure that caregivers receive the prescribed training
- (2) all social workers and health care providers providing care to older persons contemplated in subsection(1) must be registered with the appropriate statutory counsel responsible for the relevant profession
- (3)(a) the minister must keep a register of all care givers providing home-based care and must provide a code of conduct
- (4) any person who contravenes or fails to comply with any provision of this section is guilty of an offence



# Norms and standards

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# HOME-BASED CARE PROGRAMMES

## INDEPENDENCE IS MAINTAINED THROUGH THE PROVISIONING OF THE FOLLOWING BASKET OF SERVICES

- Visits to older persons/frail older persons
- Meals on wheels/ meal delivery
- Education and training to family, care givers and beneficiaries
- Laundry services
- Making of bed
- Transport services
- Home cleaning services
- Bathing, washing, feeding, dressing and grooming
- Companionship/socialization
- Cooking service
- Social work services
- Health monitoring
- Referral to comprehensive care services
- Physical exercise programmes
- Home cleaning services
- Social and mental stimulation communication
- Advice and training of informal care givers
- Vital signs monitoring
- Monitoring of administration of meals including feeding
- Risk management/ prevention of injury, disability and illness
- Interaction with family and friends
- Socialization e.g. reading
- Monitoring of blood sugar levels
- Accompany members to clinic, pension pay point if required

# HOME – BASED CARE PROGRAMMES

## ADMINISTRATIVE TASKS

- Deployment of caregivers to provide full range of home – basket care
- Nursing professionals to manage and supervise the caregivers, ration of **1 nursing professional to 15 caregivers**
- Care giver is trained and registered
- Basic care giving equipment provision: uniform, cleaning material, first aid kit, vital signs monitoring equipment
- Written reports to supervisor and referrals to applicable professional
- Report incidents: abuse
- Keep all registers as prescribed by the act/regulations

## INFORMATL SERVICE LEVEL

- Must render a minimum of two of the basket of services

## INTERMEDIATE SERVICES

- Must render a minimum of at least six of the basket of services

## COMPREHENSIVE SERVICES

- All services contained in the basket of services must be rendered



# SUPPORT TO CARE GIVERS

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# ENABLED AND MOTIVATED CAREGIVERS

- Programmes to train, develop and support caregivers (debriefing programmes)
- Design and implement respite care programmes
- Information and referral systems to caregivers
- Training programmes in the correct use of assistive devices

# STATUTORY REQUIREMENTS

- Register the service in terms of the Older Person's Act
- Appointment of registered and trained caregivers in accordance with Older Person's Act 13 of 2006
- Compliance with supervision requirements
- Proof of registration and qualifications of care givers
- Adherence to the code of conduct for community based care givers
- Adhere to the national elder abuse protocol
- Have disciplinary procedures in dealing with caregivers abusing older persons
- Provide ongoing in-service training for caregivers



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**RECAP AND**

**CONCLUSION**



# Thank You

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