



social development

Department:
Social Development
North West Provincial Government
REPUBLIC OF SOUTH AFRICA



DEPARTMENT OF SOCIAL DEVELOPMENT

ADMISSION POLICY FOR OLDER PERSONS
STATE RUN FACILITIES

Author	Special Needs
Implementation Date	07 August 2024
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Description	This policy seeks to provide guidance on the admissions of Older Persons at the state run residential facilities and prescribe procedures for admissions in the North West Province.
Coverage	The policy is applicable to state run residential facilities of Older Persons in the Department of Social Development North West Province

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A. ACRONYMS/ABBREVIATIONS

NWP	North West Province
DSD	Department of Social Development
NGO	Non-governmental Organisation
CBO	Community Based Organisation
DQ98	Dependency Questionnaire of 1998

B. GLOSSARY OF TERMS

TERM	EXPLANATION
Admission	An administrative and clinical procedure by which suitable applicant is admitted to the centre. This occurs after a pre-admission screening
Admission criteria	Criteria that defines the suitability of the applicant for admission to the centre.
Assessment	The systematic identification of a service user's condition and needs within a framework based on professionally accepted best practise baselines
Older Person	is any persons who is 60 years old and above as amended Social Assistance Act, No 13 of 2004, Section 10(b).
Assisted/supported living facility	is a facility providing housing with supportive services like meals, laundry, cleaning, medical services.
Care	means physical, psychological, social or material assistance to an older person, and includes services aimed at promoting the quality of life and general well-being of an older person.
Caregiver	Means any person who provides care and is registered in terms of the Older Persons Act No 13 of 2006.
Community based care and support	Refers to prevention and promotion programmes which ensure the independent living of an older person in the community in which the older person resides. It encourages

	local involvement and supports family and community values and responsibilities.
Home-based care	means 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 comfort, including care towards a dignified death.
Day care	For Older Persons is a service within a frail care centre (home for older persons) or service day centre, which provides social, recreational and health related activities in a protective setting to individuals who cannot be left alone during the day because of health care or social needs
DQ98	Means a dependency questionnaire of 1998. It is a tool used to assess the level of frailty and admission for Older Persons.
Frail Person	Refers to an Older Person in need of 24-hour care due to a physical or mental condition, which renders him or her incapable of caring for himself or herself.
Independent Living	Older Persons who are capable of caring for themselves, but due to conditions and circumstances of their lives needs protection.
Residential facility	means a building or other structure registered in terms of Older Persons Act 13 Of 2006 and used primarily for the purposes providing a 24-hour service to older persons
Respite Care	Means a service offered specifically to a frail Older Person and to a caregiver and which is aimed at the provision of temporary care and relief.
State run facility	refers to a property owned, controlled and supported 100% by government, and created for the purpose of providing services to Older Persons.

Social worker	means any person registered as a social worker under section of the Social Service Professions Act, 1978 (Act No. 110 of 1978);
Resident	Means an older person residing in a residential facility.
The Act	Means the Older Persons Act, 2006 (Act No. 13 of 2006).
Professional health care provider	means a person providing health services in terms of any law
Service	means any activity or programme designed to meet the needs of an Older Person.

1. INTRODUCTION

The Older Persons Act No 13 of 2006 mandates the Department of Social Development to provide care, support and protection of Older Persons. It further pronounces that the Minister may establish a residential care facility to ensure that Older Persons who are in need of care and protection are provided with shelter, basic needs and protection.

A state run facility for Older Persons primarily provides accommodation to Older Persons who needs 24 hour care services. The facility should also provide rehabilitative services that would enable Older Persons to maintain their optimal functional level. These services are also meant to provide respite care services to Older Persons who may need temporary care. Currently the Department has the Older Persons State Run facilities and therefore a policy for admissions of Older Persons is significant. All residential services should be well managed, comply with minimum norms and standards and implement programmes that promote the well-being, safety and security of the Older Persons.

The Departmental Admissions Policy for Older Persons' at State run facilities_ seeks to provide guidance on the admissions of Older Persons at the state run residential facilities and prescribes procedures for admissions in the North West Province.

2. PURPOSE

This policy seeks to provide guidance on the admissions of Older Persons at the state run facilities and also prescribe in clear terms the procedure for admissions in these facilities in the North West Province. The Policy further seeks to meet the objectives of the Older Person's Act, No 13 of 2006. Sec 21(1) which provides for admission of an Older Persons in a state-run residential facility.

3. PROBLEM STATEMENT

The North West Province has residential facilities caring for Older Persons who need continuous 24 hours care service. The policy is intended to standardize admissions in state run facilities. According to Statistics South Africa 2020, there are 369 000 Older Persons in the North West Province of which 5% are frail. The residential facilities for Older Persons are currently admitted 1658 frail Older Persons. There is also 18 450 Older Persons who needs to be admitted at residential facilities and therefore the policy to regularize the admissions is certain.

4. POLICY OBJECTIVES

- To create an equitable and enabling environment for admission of Older Persons in State run residential facilities
- To standardize the procedure for admission of older persons in residential care facilities for older persons
- To define the roles and responsibilities of all relevant stakeholders in the admission process of an Older Persons.
- To ensure adherence to the Older Persons Act 13 of 2006, its regulations and Norms and Standards
- To outline admission requirements

5. SCOPE OF APPLICATION

- The policy applies to Older Persons, Departmental officials, and other government departments that refer Older Persons for admission at a state run facility for Older Persons.
- The policy applies to and it binds all levels of service delivery and units responsible or involved in the admission process in a state run facility for Older Persons.
- The policy is applicable to and binds all Senior Managers responsible for decision making in the operations of the state run facility for Older Persons.

6. LEGAL FRAMEWORK

6.1 National Legislation

Legislation	Objectives and relevance to Older Persons
The Constitution of the Republic of South Africa Act, 108 of 1996	Section 9(3) the state may not unfairly discriminate directly or indirectly against anyone on one or more grounds, including race, gender, sex, pregnancy, marital status, social origin, colour, sexual orientation, disability, religion, belief, culture, language and birth. On admission of an Older Persons in a residential facility
Department of Social Development	
Older Persons Act 13 of 2006	No Persons may unfairly discriminate directly or indirectly against an Older Persons applying for admission to a residential on one or more grounds refer. Section 21(1).
Social Assistance Act, No 13 of 2004	Provides for qualifying Older Persons and their carers to receive care dependency grant, Old Age grant and grant in aid
Department of Health	
National Health Act, No 61 of 2003	Section 2C(i)(iv) -To regulate the right of access to health care services, including specialised services to vulnerable groups such as women, children, older persons and persons with disabilities.
Administrative Acts	
Protection of Personal Information Act of 2013 (POPIA)	The Act mandates the protection of Personal information processed by public and private institutions.
Promotion of Administrative Justice Act 3 of 2000 (PAJA)	The Act promotes affective administrative action that are lawful, reasonable and procedurally fair and to the right to written reasons as contemplated in section 33 of the constitution of South Africa.
Promotion of Access to Information Act 2 of 2000 (PAIA)	The Act promotes access to information and give constitutional right of access to any information by Older Persons within the state run institutions.

6.2 National Policies

International Instrument	Objectives and relevance to Older Persons
Protocol on management of elder abuse	Section 10(3) the director general may delegate to facilitate the removal of an abused Older Person concerned to a hospital in case of injury or a residential facility for admission to ensure the safety, welfare and treatment of the Older Person.

6.3 International Obligations

International Instrument	Objectives and relevance to Older Persons
Madrid Plan of Action on Ageing (2002)	Section 99 (2)(b) Provides for appropriate and relevant preventive and curative care and rehabilitation services without discrimination during admission in a residential facility for Older Persons.
Protocol to the African Charter on Human People's Rights on the Rights of Older Persons in Africa, 2016	Providing norms and standards in ensuring respect and protection of the rights of Older Persons in Africa. See section 2 and 3 of article 11.

7. PRINCIPLES

The following principles underpin the policy:

- 7.1 Human rights:** Older Persons rights are human rights. Services provided to Older Persons should be based on respect, dignity for human rights as articulated in the Constitution of the Republic of South Africa.
- 7.2 Accessibility:** Accessibility in terms of full inclusion, equality and participation in the programmes within the Older Persons state run facility.

- 7.3 **Appropriateness:** Services should be responsiveness to the current social, economic, religious, cultural and indigenous and political conditions.
- 7.4 **Participation:** Encourage participation through active involvement of management, service beneficiaries, staff, stakeholders and community representatives in the delivery services.
- 7.5 **Partnership:** collaboration with relevant departments and other stakeholders in the fulfillment of the constitutionally mandated responsibilities for Older Persons and their needs.
- 7.6 **Empowerment:** To enhance the capacity and skills of Older Persons by providing programmes and activities that enhances their own capacity and support network.

8. ADMISSION CRITERIA

The facility will admit an Older Person without preference of race, religion, culture or financial background as per the Older Persons Act 13 of 2006 section 21(1).

The following criterion is applicable:

- 8.1 Priority will be given to the vulnerable and / or indigent Older Person, especially those in receipt of social grants or equivalent income must receive preference for admission. This will ensure that the poorest of the poor and the most vulnerable groups in the community are prioritised.
- 8.2 Older Persons that meet the requirement of nineteen (19) to twenty seven (27) points as per the dependency questionnaire of 1998 (DQ 98) during first assessment qualify for admission in residential facilities for Older Persons and must be placed in the frail care unit. Re-Assessments points for Older Persons already admitted may range from thirteen (13) to twenty one (21) due to improvement on their health care conditions. Therefore Older Persons who attain less than the aforementioned points should be

referred to other categories of services, namely assisted living, respite care, and or independent living.

- 8.3 The management of state run residential facilities should under no circumstances reject applications of recipients of social grants on the basis of insufficient income or inability of the applicant to pay for the services.
- 8.4 In a situation of homeless Older Persons, admission should be immediate pending the finalisation of investigation within six (6) months.
- 8.5 In a case where investigations exceed the maximum period of six months, the facility must finalize the admission of the Older Persons.
- 8.6 Older Persons found to be capable of paying for a service, an alternative accommodation of a similar nature may be arranged at an NPO run facility.
- 8.7 Older Persons with psychiatric conditions excluding those with neurocognitive disorders (dementia/Alzheimer) should be referred to a mental health care institution providing for such a service.
- 8.8 In a case where a foreign national is admitted in the facility, the immigration office should be notified within 72 hours.
- 8.9 Assessment Instrument

The dependency questionnaire of 1998 (DQ98) should be used for Older Persons on admission and annual re-assessments in residential facilities

8.9.1 Requirements

All applications to a state-run residential facility shall be handed at the relevant facility applied for.

The following documents are prerequisites prior to admission:

- 8.9.2 Application form
- 8.9.3 Medical report by a medical practitioner/optometrist or psychometric report by Psychologist on the conditions of an Older Person.
- 8.9.4 Identity document

- 8.9.5 Proof of funeral scheme or insurance policy
- 8.9.6 Family consent on medical procedures
- 8.9.7 Home Circumstances Report, by a Social Worker.
- 8.9.8 Declaration of income and expenditure signed by commissioner of Oath. It is therefore necessary that the financial circumstances of applicants should be assessed and ascertained prior to admission in State run residential care facility.
- 8.9.9 Referral letter (for those who are referred by a medical doctors or community member, pastors etc.)

8.10 Assessment Panel /Multi-disciplinary team

A multi-disciplinary team is a team that comprises of the caring professions for the continuation, improvement as well as developmental aspects of an Older Person, and to develop an Individual Care Plan. Members of the multi-disciplinary team should conduct individual assessments and present report at the assessment panel sitting. Decisions must be made in the best interest of the older persons. The multidisciplinary team should constitute a minimum of 3 or more members of the following:

- 8.10.1 Institution manager – to facilitate the multidisciplinary team and preside over them.
- 8.10.2 Social worker – to present the psychosocial report on the state of an Older Persons requesting admission in a state run facility for Older Persons.
- 8.10.3 Occupational therapist – to provide an assessment report on the physical abilities and activities recommended to an Older Persons for her stay within the state run facility for Older Persons.
- 8.10.4 Chronic health nurse – to provide the medical report of an Older Person and the care required during the period of stay within the state run facility for Older Persons.
- 8.10.5 A representative from family or referring agent – to provide any other aspect of care in order to ensure adjustment of an Older Persons within the state run facility for Older Persons.
- 8.10.6 A Social Worker and a nurse should always be present during assessment

8.11 Notification on the outcome of the Application

8.11.1 All stakeholders shall be informed on the findings of the assessment committee

8.11.2 If an application for admission is not approved, the manager shall provide the applicant

with reasons for such refusal in writing within 7-14 days. If the assessment committee recommends that the applicant qualifies for community services, the Social Worker has to refer the person to the relevant service within the local area where the older person resides.

9 ORIENTATION ON ADMISSION

9.1 Older Persons at the time of admission must be orientated on the premises and be introduced to the residents in a ward in which he or she will be residing. The admitted Older Person will be orientated on the following:

9.1.1 The physical environment of the facility

9.1.2 Services and programs provided in the centre

9.1.3 Legislative frameworks of the facility

9.1.4 Staff and officials of the centre

9.2 The following documents shall be made available and discussed with the Older Person and/ or her /his representatives on application for admission.

9.2.1 Rights and responsibilities of residents

9.2.2 Code of conduct

9.2.3 House Rules

9.3 The Older Person or representative must sign to acknowledge acceptance and willingness to be admitted in terms of guideline 10 of the regulation of Older Persons Act 13 of 2006.

10 ROLES AND RESPONSIBILITIES

The section of the Policy clearly determines the roles and responsibilities for the main implementers in State Run Facilities.

10.1 Role of Member of Executive Council - MEC

10.1.1 Provide political leadership and support

10.2 Role of Head of Department

10.2.1 Ensure the provision of resources to implement the policy

10.2.2 Delegate responsibilities for effective implementation of the policy

10.2.3 Ensure implementation and monitoring of the policy

10.3 Institution Manager

10.3.1 To facilitate the multidisciplinary team and preside over them

10.3.2 Convene and chair the multi-disciplinary panel for admission of an Older Person

10.4 Institution Social Worker

10.4.1 To facilitate the admission processes of Older Persons.

10.4.2 To provide counselling services to both family and/or referring agent and an Older Person on admission.

10.4.3 To ensure compilation of the IDPs (individual development plans) for all Older Persons in the centre during admission.

10.4.4 To orientate an Older Person during the period of admission.

10.4.5 Facilitate and coordinate advertisements of admitted homeless or unknown Older Persons in a newspaper.

10.4.6 Monitor and ensure updating of all admission registers

- 10.4.7 Ensure that Older Persons are allocated personal clothing on admission
- 10.4.8 Ensure that all personal belongings are properly marked on admission
- 9.4.10 To ensure that the annual re-assessment of residents are done and filled appropriately.

10.5 Health Care Professional

- 10.5.2 Conduct assessment of medical reports for the older person for admission purposes.
- 10.5.3 Advise the medical team on proper placement of the older person on admission
- 10.5.4 Ensure proper management of conditions of Older Persons as recommended by the visiting Doctor.
- 10.5.5 Ensure that there is medication in the pharmacy or storage.
- 10.5.6 Dispense medication to Older Person as recommended.
- 10.5.7 Referral to the hospital for further intervention beyond the nurse's scope of work.
- 10.5.8 Ensure the supervision of nursing staff as well as care givers.
- 10.5.9 Facilitate six monthly medical reviews of clients on chronic medication or as per the doctor's prescription.
- 10.5.10 Compile process notes on conditions of older persons and file appropriately

10.6 Multi-disciplinary Panel

- 10.6.1 Conduct assessment of the Older Person based on the completed DQ98 form
- 10.6.2 Discuss the psychosocial and medical reports
- 10.6.3 Consolidate the outcomes of the reports and inform the development of both the care and individual development plans.

11. DISPUTE RESOLUTION ON ADMISSION

- 11.1 In case where there is a dispute on the admission of the older person, the Social Worker must write a report and notify the institution manager about the dispute.
- 11.2 The institution Manager must investigate and resolve the dispute
- 11.3 If the dispute cannot be resolved, the Institution Manager must compile a report and inform the District Manager about the dispute.
- 11.4 The District Manager must intervene by resolving the dispute and if it cannot be resolved,

11.5 The District can convene a neutral panel to conduct an assessment and advise the institution accordingly.

11.6 If the dispute cannot be resolved at a District level, the District Manager must write a report and inform the programme at provincial office.

11.7 The Programme will investigate, advise, intervene and inform the Head of Department. The Head of Department will then establish an appeals committee to intervene and report to both the Head of Department and the MEC.

12. MANAGING POLICY VIOLATIONS

12.1 This policy is a legal document binding to all officials and units at all levels.

12.2 The reading and implementation of this policy must be within the context of the Older Person Act 13 of 2006, chapter 4 section 21(1).

12.3 Failure to comply with the policy will result in disciplinary action being taken against those responsible, within the prescripts of the law.

13. MONITORING AND EVALUATION OF THE POLICY

13.1 Monitoring and evaluation of the policy is important as it highlights its effectiveness and provides room for improvement where necessary.

13.2 The policy will be monitored through a data collection tool encompassing the elements already mentioned in the implementation plan.

14. REFERENCE(S)

14.1 Older Persons Act 13 of 2006.

14.2 The Constitution of the Republic of South Africa Act, 108 of 1996

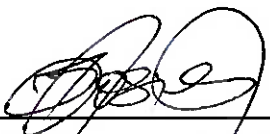
15. RECOMMENDATIONS

It is recommended that the Acting head of Department take note of the content on the following:

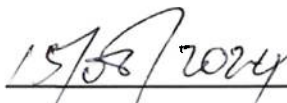
- 15.1 Policy Review on admission of Older Persons at state run facilities.
- 15.2 Approve the admission policy for state run facilities in the North West province.

16. POLICY SIGN OFF: -

APPROVED / NOT APPROVED



MR. T. P. L. MOSIELENG
ACTING HEAD OF DEPARTMENT



DATE