



# Wes-Kaapse Provinsiale Parlement Western Cape Provincial Parliament IPalamente yePhondo leNtshona Koloni

Ref Number: WCPP 11/4/11

Report of the Standing Committee on Social Development on its oversight visit to the Huis Mostertshoek Old Age Home in Wolseley on Tuesday, 22 August 2023,

The Standing Committee on Social Development having conducted an oversight visit to the Huis Mostertshoek Old Age Home in Wolseley on 22 August 2023, reports as follows:

## **Delegation**

The delegation consisted of the following Members:

### **Democratic Alliance**

Plato, D (Chairperson)

Fry, C

### **African National Congress**

Baku-Baku-Vos, NG

### **Economic Freedom Fighters**

Cassiem, A

## **1. Introduction**

The 2023/24 Strategic Objectives of the WCPP linked to the Speakers' Priorities which impact committees are as follows:

Priority 1: Building a credible WCPP; and

Priority 3: Strengthening the core business.

The Standing Committee on Social Development, as part of its oversight mandate, conducted an oversight visit to the Huis Mostertshoek Old Age Home in Wolseley. The purpose of the visit was to assess the services offered, the staffing structure, challenges, and successes of the facility.

During the visit to the old age home, the Committee was briefed on the services that the facility offers, the funding allocation, the challenges, and successes followed by the walkabout of the facility.

## **2. Overview and background**

The Committee was welcomed by Mr. W Terblanche from Badisa and officials from Huis Mostertshoek consisting of Ms. K Klopper, Ms. J van Wyk, and Ms. D Noble. In addition, Ms. L Williams, and Mr. G Claasen from the Department of Social Development were in attendance. This report highlights the findings, key issues discussed, and recommendations stemming from the oversight visit.

## **3. Background information**

Mr. Terblanche from Badisa proceeded to brief the delegation on the programmes of the Huis Mostertshoek Old Age Home. He indicated that the NGO was affiliated with Badisa. He indicated that the purpose of Badisa is to implement and sustain programmes in the Western, Northern, and Eastern Cape that provide social services and residential care to vulnerable people. This is done through collaboration with communities, churches, NGOs, government, and funders. Badisa's services are in line with the national development plan of South Africa, as well as the global sustainable development goals.

He indicated that Badisa provides an integrated service of residential care, community services, home-based care, and assisted living to older persons according to the Older Persons Act, 2006 (Act 13 of 2006). It was reported that the Badisa Management Board approved the strategy for Older Persons in September 2020. The purpose and aim of the Badisa strategy for Older Persons 2030 is to promote active aging and to support the elderly to live a quality life with dignity. Badisa's approach is family-centered, community-based, and church-centred. Their operational functions are delegated to the 145 Governing Bodies and Programmes at the local level. These programmes are therefore self-regulating. This model promotes ownership at the local level, whilst providing stability and a uniform approach regarding strategy, policy, processes, and systems within a shared identity. All Badisa programmes operate within one legal entity. The main elements of the Badisa strategic plan focus on the need to provide services for the older population that will more than double in 30 years; that residential facilities should only be for Category two and four frail aged; increase provision for specialised services, namely, the increase in dementia; increased need to shift services to be community-based and Home Based Care; make provision for Social Housing for independent older persons; make changes in the infrastructure of building accommodate frail aged; identify income generation opportunities to make services more sustainable; find a balance between accommodating economic and sub-economic residents; and make provision for the needs of the new generation of older persons.

## **4. Key findings on the Huis Mostertshoek Old Age Home**

The Huis Mostertshoek Old Age Home has been in existence for the past 29 years. The NGO is a residential facility for 63 aged and disabled residents inclusive of a Dementia Unit, of which, 43 residents were in frail care and 20 residents in semi dependable rooms. It was reported that the NGO was registered with the Department of Social Development for 43 residents and the other residents were private clients.

The Huis Mostertshoek Old Age Home provides services to senior citizens and is a frail care facility that provides services to those who are incapacitated through illness or old age. The facility also provides affordable and safe accommodation to those who can function independently. The facility comprises four departments, namely, Frail Care, Assisted Self Care, Assisted Living, and Private Flats. Some of the services provided by Huis Mostertshoek include a residential facility that is inclusive of a dementia unit for five residents. It was reported that because of the five residents with dementia, the NGO is registered with the Department of Health and Wellness there are requirements that the NGO needs to meet as per the health standards although the NGO was not getting funding from the Department of Health and Wellness. It was reported that the NGO had 19 category two and three frail residents occupying their own rooms and the other 24 category two, and three frail residents were sharing 18 rooms. In addition, the NGO



provides services to 20 assisted-living residents in 21 rooms. Most residents fall into the age range of 80-90 years. The residents in assisted living are provided with two balanced meals daily as per the service level agreement, with laundry and cleaning services once a week, transport for doctor visits, and shopping. In addition, the residents in assisted living are offered social programmes and activities such as spiritual care, games, book reading library services, and socialisation. It was reported that there was a waiting interest list of 55 persons for the residential facility and 19 for the apartments. It was reported that a doctor from the Department of Health and Wellness visits the Old Age Home twice a week.

The delegation was informed that the Department of Social Development was only funding 22 out of 43 frail residents and eight SASSA beneficiaries who are assisted living residents. The rest are paying out of their pockets. The residential fees at the Huis Mostertshoek Old Age Home are R9 550 for frail care residents; R7 960 for residents in their own rooms and R5 130 to R9 460.00 for residents in assisted living apartments. In terms of the demographics of the residents, it was mentioned that 58 of the residents were white and five were coloured people. Furthermore, the NGO reported that it also provides Category A service centre services to 40 old age persons from various communities three days a week.

It was reported that the Huis Mostershoek Old Age Home provides safe and protected accommodation to its residents. Care Services to all Category two and three residents include the development of individual Care Plans for all persons admitted and the Care Plans are reviewed every six months. In terms of nutritional services, the Old Age Home has a 21-day menu plan as well as winter and summer menus. The menus are approved by a Dietician and are reviewed every three months. It was reported that the Old Age Home provides three meals per day as well as coffee and tea during the day. In addition, a special diet menu for diabetics and other health conditions is also provided. Other services that are provided at the Old Age Home include laundry, cleaning services, and social programmes that include activities and development programmes for residents.

The Old Age Home has 41 staff members, and no services are outsourced. There are gaps in meeting Norms and Standards in respect of care staff for 42 frail residents. The facility should have seven staff on the day shift, eight and five staff on the night shift, and only three staff members. The shortfall in care staff includes one registered nurse, one staff nurse, and three assistant nurses. It was reported that it would cost an additional R574.00 per resident per month for care staff Norms and Standards to be complied with.

In addition, Huis Mostershoek Old Age has a service centre for older persons that operates within the community. It was reported that during the 2020/21 financial year, the service centre received R143 873 subsidy for 57 members as Category B, and in the current financial year, R73 523 subsidy was approved for 40 members as Category A, and 38 of the members receive social grants and falls into the 60 to 70 years age bracket. In terms of the staff complement for the Service Centre, the staff consists of one manager and one cook, and their duties include the provision of meals; clinic services; exercise; transport for members, religious and cultural activities. It was reported that the Service Centre budget for the 2023/24 financial year projects a surplus of R3 660.00 and monthly contributions from members per month is R4 840.00.

It was reported that the Huis Mostertshoek strategic priorities for the future include the implementation of more affordable services in the facility; implementation of the home-based care programme; implementation of a daycare programme; residents to be more representative of the community; restructuring and maintenance of the building were reported as a high priority; encourage the involvement of families; increase income generation through fundraising; and increase the number of volunteers.

#### 4.1 Challenges

- 4.1.1 Cost of maintenance was reported as a challenge due to the lack of maintenance funding.
- 4.1.2 Lack of funding, it was reported that Huis Mostertshoek receives government funding, but it has been reduced significantly over the past years, therefore, the Old Age Home relies on fundraising events to fill the shortage in the budget. Some of the residents could not afford the full cost of the units and were paying reduced rates which was dependent on fundraising to cover the surplus.
- 4.1.3 Badisa reported that it closed three Service Centres last year due to financial challenges.
- 4.1.4 It was reported that due to competitive salaries, it was difficult for the Old Age Home to attract and retain clinical staff, mainly, registered nurses, staff nurses and assistant nurses, as a result, the Old Age Home cannot comply with provincial and national Norms and Standards.
- 4.1.5 The delays in the implementation of the Social Living Policy by the Department of Human Settlements was reported as a challenge.
- 4.1.6 Inadequate transportation was also reported as a challenge. It was reported that the Old Age Home has no transport for the residents. Wolseley was reported to be a very small town and transport was essential for the Old Age Home to take residents to neighbouring towns for doctor's visitations, hospitals, and shopping.

#### 5. Acknowledgements

The Committee expressed its appreciation to Mr Terblanche from Badisa, Huis Mostertshoek officials and officials from the Department of Social Development for their participation during the oversight visit.



HON. D PLATO (MPP)

CHAIRPERSON: STANDING COMMITTEE ON SOCIAL DEVELOPMENT

DATE: 12-09-2023.