



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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STANDARD OPERATING PROCEDURE: PROVIDE SERVICES TO OLDER PERSONS IN FUNDED RESIDENTIAL FACILITIES

TITLE OF SOP	Provision of services to Older Persons in funded residential facilities
SOP Number	ISF-CSSOP-1
Purpose	The purpose of this document is to outline a step-by-step process in the provision of services to Older Persons in funded residential facilities
Scope	The Standard Operating Procedure applies to the process of provision of services to Older Persons (60 years and above) in funded residential facilities in the Eastern Cape Department of Social Development.
Definitions and Acronyms	CBCSS - Community based care and support services HCBC - Home community-based care and support services
Performance Indicator	Number of older persons accessing Residential Facilities

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STEP BY STEP GUIDE

PROVISION OF SERVICES TO OLDER PERSONS IN FUNDED RESIDENTIAL FACILITIES

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
1.	Identify the Older Person needing access to residential facility.	<ul style="list-style-type: none"> • Greet the Beneficiary in a welcoming manner and explain that you are a SAW and that you are performing screening. Note that Beneficiaries do not know the different roles of staff in an organization and will usually tell their full story to the first person they encounter (often the receptionist or SAW during Screening), it is therefore critical to explain the roles of the SW and SAW to the Beneficiary. • Determine broadly what service beneficiary's needs or challenges are, what services or programmes will be required and ensure that the beneficiary gains access to the appropriate social welfare services through intake or referral. (This information should feed into the service beneficiary profile). • Complete the Screening Register CW 01 form for every beneficiary entering the office. If someone other than the Beneficiary reports the case, first complete the Reporter Form CW 02 and then transfer the relevant information to the Screening Register. • Decide on screening action <ul style="list-style-type: none"> ○ External Action <ul style="list-style-type: none"> ✓ to be taken if the person is not eligible for services from DSD/NPO and needs to be referred to another service. Complete the External Referral Form CW 04B for this referral. Explain to the person why the referral is being made and provide practical information on how to access the service provider e.g. physical address. ○ Internal Action <ul style="list-style-type: none"> ✓ to be taken if the person is considered eligible for services from DSD or is already an existing Beneficiary: ✓ If the person is an existing Beneficiary (and has a Beneficiary Card) retrieve the beneficiary's file and update their Identifying Information Form CW 03. If the Beneficiary does not have a Beneficiary card, enquire if he/she is aware of 	<ul style="list-style-type: none"> • Social worker 	<ul style="list-style-type: none"> • Central Register CW 14 (if applicable). • Completed the Reporter Form CW 02 (if applicable) • Filed Screening register CW 01 • Update Identifying Information Form CW 03 • Completed External Referral Form CW 04B (if applicable) 	1 day	Provide residential care services to Older Persons in need of care and protection within 1 month

STEP BY STEP GUIDE

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		<p>who their social worker is, and refer the person to the relevant social worker. If the Beneficiary is unable to recall details of the social worker, locate the Beneficiary on the Central Register (CW 14).</p> <ul style="list-style-type: none"> ✓ If the person is not an existing Beneficiary, complete the Identifying Information Form CW 03 and refer the person for intake. • Intake officer provide guidance where needed if SAW is uncertain regarding external and internal actions, in particular referrals. • Place Screening Registers in a Screening Register file (preferably lever-arch). If the office has more than one SAW/SW completing screening registers, their individual daily screening registers should be stapled together so there is a complete set of screening registers per day. • Supervisor verify the Screening Registers and file for completeness. 				
2.	Intake	<ul style="list-style-type: none"> • Receive the completed Identifying Information Form (CW 03) from the SAW in a blank file cover after screening and agreement is reached between the Beneficiary and SAW. • Interview the Beneficiary and complete the generic Intake form CW 05. • Identify the problem code from Problem Codes CW 06 and determine risk level from Risk Prioritization Codes CW 07. <ul style="list-style-type: none"> ➤ If emergency case, SW takes immediate action and informs supervisor: <ul style="list-style-type: none"> ✓ Do the immediate work to manage the case. ✓ Make immediate referral if required by means of Referral Form CW 04B. ➤ If high or mild risk case: 	<ul style="list-style-type: none"> • Social Worker 	<ul style="list-style-type: none"> • Completed Identifying Information Form (CW 03) • Problem Codes CW 06 • Risk Prioritization Codes CW 07 • Completed Referral Form CW 04B (if applicable). • Filed Intake Form CW 05 • Completed Process Note CW 10 	1 day	

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STEP BY STEP GUIDE

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		<ul style="list-style-type: none"> ✓ send completed Intake form CW 05 to supervisor for review and case allocation. Inform Beneficiary that case will be allocated to a case manager. • Supervisor review and approve or amend intake action; for cases requiring comprehensive assessment allocates the intake case to a SW; monitors SW caseloads to ensure equitable distribution of cases/allocation of work. • For short-term cases to be managed at intake level, carry out the planned actions and document using the Process Note CW 10. • SAW submit intake form for recording on the Intake register CW 08. • SAW, file the intake form and other records in the office Intake file for short-term cases. 		Updated Intake Register CW 08		
3.	Conduct assessment of the conditions of the older person and their family	<ul style="list-style-type: none"> • Schedule an appointment for home visit to the older persons and their family • Complete Section 1, 2 & 3 of the Assessment, Planning and Contracting Form CW 09 based on analysis of findings. Accompany process note CW 11 to every contact/interaction you have in relation to the assessment • Interview the older persons and their family with a view to assess the conditions for eligibility to be admitted to the residential facility, CW12 – evaluation of the process. • Adopt a developmental approach to assessment to focus on the risk as well as the resilience factors pertaining to the service beneficiary. • Assess household need using strengths-based assessment tools (CW 09); • Determine family composition (who resides in the household); 	<ul style="list-style-type: none"> • Social worker 	<ul style="list-style-type: none"> • Completed Form CW 09 • Completed Process note CW 11 • Updated Central Register CW 14 • Social work report 	7 days	

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		<ul style="list-style-type: none"> Assess economic situation (source of income and other means of survival, expenditure ability to purchase or provide food); Perform required test to ensure that the client qualifies to be funded by the Department to access residential facility services Complete assessment report and recommending placement to a residential facility. Supervisor verifies and signs the CW forms and the report 				
4.	Plan and sign the contract	<ul style="list-style-type: none"> Schedule an appointment to meet with the client to conduct the planning and contracting exercise. Complete CW 09 Section 3 and Section 4 of the Assessment, Planning and Contracting Form based on findings of Assessment. SAW can play a supportive role e.g. identifying possible service providers for referrals, gathering additional information needed from the client Supervisor review and approve plan. 	<ul style="list-style-type: none"> Diary Completed CW 09 Approved Plan of Action 	<ul style="list-style-type: none"> Social worker 	2 days	
5.	Lodging an application for admission as a residential facility	<ul style="list-style-type: none"> Identify a suitable residential facility preferably nearer to the older person's home Obtain application for admission to a residential facility in filling in the application form for admission. Support and guide the Older Person and family in filling in the application form for admission. Submit the completed application for admission with doctor's assessment report. 	<ul style="list-style-type: none"> Social Worker 	<ul style="list-style-type: none"> Application for admission, ID Copy of the Older Person Financial declaration, Social Work Report, Contract/Agreement, Medical Report/ Clinic card 	3 weeks	

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STEP BY STEP GUIDE

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6.	Place the client to the residential facility	<ul style="list-style-type: none"> • Capture the beneficiary details to access services in funded residential facilities as guided by the Online Database tool. • Facilitate the transportation of the older person to the facility. 	<ul style="list-style-type: none"> • Social Worker 	<ul style="list-style-type: none"> • Online Database tool • Application for admission • ID copy of the older person • Financial declaration • Social worker's report • Contract/ Agreement • Medical report/clinic card • Psychological report (if applicable) 	1 day	
7.	Conduct ongoing monitoring of the Older Person after admission	<ul style="list-style-type: none"> • Monitor placement of the client to establish if the client is adjusting well as well as the client development, on half-yearly basis • Facilitate the client reunification where possible by doing home visit by following the reunification process. 	<ul style="list-style-type: none"> • Social Worker 	<ul style="list-style-type: none"> • Completed process notes (CW 11) • Completed evaluation form (CW 12) 	6 months	
8.	Compile and submit the report to the District	<ul style="list-style-type: none"> • Receive the primary source information from the residential facility. • Extract the stats or number of persons with disability accessed the residential facility services. • Compile the report based on the received report from the • Verify the received information. • Supervisor consolidate the different reports from social workers • Quality assurance team quality assures, sign-off submit to the district between the 28th and 31st of every month. 	<ul style="list-style-type: none"> • Social worker 	<ul style="list-style-type: none"> • Residential facility source information. • Database of captured beneficiaries • Monthly, quarterly, half yearly and annual report 	3 days	

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STEP BY STEP GUIDE

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9.	Compile and submit the report to the Head Office	<ul style="list-style-type: none"> Received the local service office report, verify against the online database and consolidate the District report Consolidate reports from the different Local Service office. Quality assurance team quality assures, sign-off and submit the report to the head office between the 5th and the 7th of every month. 	<ul style="list-style-type: none"> Social Work Manager 	<ul style="list-style-type: none"> Online beneficiary database Local service narrative report Monthly, quarterly, half yearly and annual report 	5 days	
10.	Compile and submit the report to Strategic Planning	<ul style="list-style-type: none"> Received the District office report, verify against the online database and consolidate the Provincial report. Consolidate reports from the different District offices office and submit to the Director. Director: HIV, Care, Support and Prevention Services quality assures, sign-off and Provincial Office Social work policy manager submit to Strategic Planning on monthly, quarterly, half yearly and annual basis between the 10th and the 11th of every month. 	<ul style="list-style-type: none"> Social Work Policy Manager 	<ul style="list-style-type: none"> Online beneficiary database District narrative report Monthly, quarterly, half yearly and annual report 	5 days	

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PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Inadequate records management by DSD and residential facility	Inadequate record keeping which result to: <ul style="list-style-type: none"> Negative audit outcome Tarnished image of the department Compromised service delivery 	L	H	<ul style="list-style-type: none"> Role players to ensure that there is proper and adequate records management throughout the process Chief Director: Developmental Social Welfare Services to ensure provision of resources. Social Work Manager Services to Older Persons to ensure the development of Standard Operating Procedure for the Programme. 	Manual
Inadequate training of caregivers	Inadequate training of caregivers results to: <ul style="list-style-type: none"> Poor and inconsistent services to Older Persons Negative audit outcomes Tarnished departmental image Compromised Service Delivery 	M	H	<ul style="list-style-type: none"> Social Work Manager to monitor adherence to minimum norms and standards. Quarterly Validation of performance and POE 	Manual
Limited resources: <ul style="list-style-type: none"> Human resource Tools of trade Financial 	<ul style="list-style-type: none"> Limited resources result to compromised service delivery 	H	H	<ul style="list-style-type: none"> Chief Director to bid for more funding to secure for human resources and tools of trade. 	Manual

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LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)

DOCUMENT NAME	DOCUMENT DESCRIPTION
Constitution of the Republic of South Africa, 1996	Section 1(a) of the Constitution states that one of the founding values of South Africa is human dignity, the achievement of equality and the achievement of human rights and freedoms. Section 10 of the Constitution determines that everyone has inherent dignity and the right to have their dignity respected and protected ⁴⁴ , The Constitution therefore, by implication, requires of government to put measures in place that would further promote and protect the dignity of people.
Population Policy for South Africa, 1998	Articulates the Governments position on population and development. The vision is to contribute towards the establishment of a society that provides a high and equitable quality of life for all South Africans in which population trends are commensurate with sustainable socio-economic and environmental development.
National Development Plan, 2012	Place significant emphasis on the reduction of poverty and inequality. Chapters 9, 10 and 11 talk to the prioritization of education, health and social protection of people and provide actions and goals to achieve these.
Sustainable Development Goals, 2015	One of the main outcomes of the Rio+20 Conference (United Nations Conference on Sustainable Development) was the agreement by member states to launch a process to develop a set of Sustainable Development Goals (SDGs). In adopting the 2030 Agenda for Sustainable Development (2030 Agenda) world leaders, including South Africa, resolved to free humanity from poverty, secure a healthy planet for future generations, and build peaceful, inclusive societies as a foundation for ensuring lives of dignity for all.
Social Assistance Act	Provides for the rendering of social assistance to Persons and the mechanisms for the rendering of such assistance. Provides for different benefits, including child support grant, dependency grant, foster care grant, disability grant, older persons grant, war veterans grant, grant aid and social relief of the distress.
Older Persons Act No. 13 of 2006	The Act seeks to protect care, promote, support and maintain the status, Rights, well-being and security Older Persons. It further aims at combating the abuse of Older Persons.
Social Services Profession Act (No 110 of 1978)	Provides for regulation of social service professions and sets out Code of Conduct and standards for training and education of social service and related professionals.
Minimum standards on residential facilities for Older persons	Seek to describe what constitutes acceptable and adequate quality of care offered to people with disabilities in residential facilities. They make it possible to objectively assess the suitability and compare and evaluate existing services in order to promote and protect rights of people with disabilities.

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AUTHORISATIONS

Authorization:	Name:	Signature:	Comment:	Date:
Recommended by Director: HIV&AIDS, Care, Support and Prevention Services	V. Makhalane		The SOP will assist in standardizing the implementation of the programme.	18/12/2023
Acting Chief Information Officer	Mr. M.E. Gazi		Recommended	30/1/2024
Recommended by Chief Director: Developmental Social Welfare Services	Dr. S. Hugo		Recommended	30/01/2024
Acting Deputy Director General – Welfare Services	Ms. Z. Ganca		Recommended	06/02/2024
Approved by Head of the Department	Mr. M. Macheмба		Approved	22/02/2024
Distribution and Use of SOP	All Departmental staff			