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Home Based Care

Both inside and outside Retirement Villages

Challenges and Opportunities

Presented by: Suzette du Preez & Syd Eckley (TruCare Age-Well Solutions Inc.)

Back to Basics Before Moving Forward

The Term – Home Based Care

- **Past**
 - Family member with little knowledge on care as primary Caregiver
 - Care in a facility (Staff dictates)
- **Present**
 - Same as above, plus
 - Nursing agencies supply Caregivers with basic care qualifications
 - Nursing care service providers and -agencies offer care to any member of the public, regardless of age
- **Future**
 - Focus on wellness from specialist providers
 - Service providers specializing in gerontology that work towards outcomes and not merely ticking boxes

“People’s Business”

By People To People Through People For People

- **The Client**

- Seek help too late
- Ignorant or unaware of real care requirements

- **Staff**

- Training or the lack thereof and difficulty with in-service training
- Professional conduct and soft skills
- Scope of practise

- **You – the Service Provider**

- Client service
- Are you a responsible employer
- Who do you report to – and I don’t mean your paper trail

Personal Thoughts - Home Care

Suzette's views on challenges and opportunities in Home Care

- *“Well structured Home Care across the world has tremendous potential. It's neither a bit of services scrambled together, nor is it an accidental by-product of promises made to new residents on a retirement estate. It is rather insurance obtained to maintain independence thus ensuring quality of life.”*
- *“There is no one-size-fits-all solution to the challenges facing the care industry, but I believe Home Care is a powerful paradigm and an engine to wellness and quality of life.”*
- *“Within Home Care there are a myriad of services. We need to become masters at it and not continue as a Jack of All Trades through defining service needs followed by benchmarking thereof.”*

THE CURRENT STATE OF RETIREMENT HOUSING AND CARE IN SOUTH AFRICA—THE FACTS!

- **The SA Human Rights Commission** under substantial political and consumer pressure conducted National Hearings into alleged systemic abuse of older persons between 2013-2015
- The investigation covered many sectors, safety, health, care and retirement housing.
- Some of the main findings and recommendations as in the official report are:
- **South Africa do not have an accreditation and registration system for retirement housing.** The Minister of Social Development is urgently requested to amend before 30 June 2016 the definition of residential facilities in Act 13/06 to include all retirement villages. The main reason for this decision is that many developers and managements of retirement villages do not take Act 13/06 seriously.
- **Act 65/88 is considered outdated and a new dispensation is required.** The Minister of DTI is given until 30 April 2016 to appoint a task team in this regard.
- **The prevailing models of care and support** applied in villages and other centers are considered to be **outdated, inappropriate and fast becoming unaffordable.** The Ministers of Social Development and Health is requested before 30 October 2016 to review the present policy framework in favor of attentive care and home based care
- There is concern that **some of the existing home based practices operate outside the parameters set by Act 13/06.** Managements of Villages need to ensure compliance to the standards and norms.

RECOMMENDATIONS BY THE SAHRC

- The Minister is reminded of DTI's Constitutional responsibility towards consumers in this market with reference to ensuring the Consumer Protection Tribunal is empowered to deal with consumer issues.
- The Minister is urgently requested not to grant any exemptions under article 10 of Act 65/88
- The Minister of Social Development was requested to amend before 30 June 2016, the definition of a residential facility under the Older Person's Act No. 13 of 2006 to include all retirement housing schemes. This will mean all schemes will be required to register under Act 13/06 and therefore comply with applicable Regulations and Standards and Norms.

THE CHANGING AGEING LANDSCAPE

- **THE TIME OF A NEW PERCEPTION ON AGEING HAS ARRIVED.**
- **IN THE DEVELOPMENT AND MANAGEMENT OF A RETIREMENT ESTATE SOME OF THE FOLLOWING NEED TO BE ACKNOWLEDGED AND APPLIED:**
 - Every new generation of older persons live longer, are healthier, better educated and technologically smarter.
 - The dimensions of ageing is moving beyond chronology, biology, psychology and social to include developmental and digital functionalities--A MIDDLE AGELESS CONNECTION
 - The new generation village will need to decode the challenges and opportunities of the incoming generations in order to create environments that will create a “FIX IT” and “FEEL GOOD” experience.
 - It is expected that the market for retirement housing will remain vibrant till 2028



What is the “DNA” of a New Generation Village?

- Safe
 - **Personal satisfaction/involvement**
 - **Independence**
 - Intelligent life style
 - **Age-in-Place**
 - Green
 - Simplicity
- 



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