

Inspection visit to Jõgeva Hospital

On 19 January 2016, the advisers of the Chancellor of Justice made an unannounced inspection at the Department of General Care Service of the Jõgeva Hospital Foundation (hereinafter the Department).

The General Care Home occupies two locations on the first floor of the hospital building and has room for 40 clients. Thirty of them were accommodated in a separate department and ten in the Nursing Care Department. At the time of the visit, 39 clients were under general care and three caregivers were on duty. The service is rendered mainly to the elderly who are suffering from more severe health problems and are unable to manage on their own. People with dementia are not provided with the service and the department is not prepared to accept such clients.

During the visit, the advisers of the Chancellor of Justice and an expert took a tour on the premises where the general care service was provided, examined the documentation of the institution and talked to the staff members who were on duty and had a longer interview with nine clients.

The interviews with the clients did not refer to any serious issues. Several clients commended the staff's friendly attitude. One of the clients mentioned that there should be a bench outdoors where older people could have some rest when they are outside for a walk.

In general, the visit left a good impression of the department. As for problems, the advisers of the Chancellor of Justice pointed out the administration of medicinal products. During the visit it became evident that there were various medicinal products (e.g. sedatives) available in the procedures room of the department, which were to be used when necessary and which were, among other situations, also administered by caregivers in the evening and at night according to their own discretion. For instance, in the procedures room there were at least two packages of Valocordin Diazepam 10 mg drops and one of them was bearing the writing 'S. If doesn't sleep, 10 drops for the night, when necessary' and the second one the writing 'K. In case of anxiety or fear, please administer 12 drops.' The need-based administration of medicinal products was not documented and some of the medicinal products were also not specified in the clients' treatment plan. In view of the above, the Chancellor of Justice made the following suggestions to the hospital:

- to ensure that the clients of the general care service are administered only the medicines prescribed by their doctor;
- to ensure that accounts are kept of the medicinal products administered when necessary so that the treatment plan of the client that served as the basis for the administration of the medicinal products, the reason for the administration and the person who decided the administration would be identifiable;
- to ensure that the need for the administration of a medicinal product is decided by a health care professional who has completed the required training and that the administration is documented in such a manner that an effective and real possibility to subsequently check the actions of the health care professional who does not have the competency of a doctor.

According to the health care expert who participated in the visit, there were no references to mistreatment in the department, the attitude towards clients was polite and respectful in the department and the clients were given the required care, maximum medical assistance and humane attitude. Nevertheless, the expert was of the opinion that spare time activities were

scarce. As regards documentation, the expert pointed out that a patient's diagnosis was not indicated in the respective field of the title page of the nursing file, which impeded getting a quick overview of the patient's problem and nurses did not have access to the health information system. The expert also drew attention to the fact that the need-based administration of medicinal products was not documented and, where possible, the installation of staff alert buttons in toilets and bathrooms should be considered.