

Inspection visit to Kärstna Nursing Home

Advisors to the Chancellor of Justice paid an unannounced visit to the Kärstna Nursing Home on 9 March 2018 to check its activities and the living conditions of clients. The advisors to the Chancellor of Justice and the expert visited the rooms of the nursing home, examined its documents and talked to the employees and clients.

There are 26 places at the nursing home. All of the places were occupied at the time of the inspection visit. There are two carers on duty during the day (8:00 to 19:00) as well as an administrative employee, cook and the head of the nursing home. A specialist works at the home on Mondays, Tuesdays and Thursdays and they are responsible for the storage of medicines and placing them in the dosing devices of clients as well as for organising the accessibility of medical care and physical exercise. One carer is on duty in the evenings and at nights (19:00 to 8:00). There is no system for calling an employee in the building.

Kärstna Nursing Home is located in a two-storey building that has no lift. Clients who are able to use the stairs are accommodated on the second floor. The clients of the nursing home live in bedrooms for one to four people. Bedridden clients are usually accommodated in larger rooms.

The employees of the nursing home treated the clients with respect and attention. The use of OTC medicines was properly documented and all of the prescription drugs identified during the inspection visit were prescribed to the clients by a doctor and marked with name labels. It is also positive that the nursing home has prepared written guidelines for the staff (e.g. guideline for helping clients wash themselves) and other important work procedures (e.g. guideline for preventing clients from falling).

The exchange of information between employees is well organised. The clients praised the staff for being caring and helpful, and said the food was tasty.

The carers can be praised for their dedicated work, which was evident during the inspection visit. It must be guaranteed that an adequate number of employees is always on duty in the nursing home. We would advise offering clients more meaningful ways of spending their times, doing physical exercises with bedridden patients and taking them outdoors as well. The nursing home must always guarantee the privacy of clients during the performance of care and hygiene operations.