

Inspection visit to Karjaküla Sotsiaalkeskus

On 19.10.2016, the advisers of the Chancellor of Justice made an unannounced visit to OÜ Karjaküla Sotsiaalkeskus (hereinafter Care Home). A health care expert participated in the visit.

The total number of places in the Care Home is 55. During the visit, 53 clients were present at the Care Home. The general care service is provided in a two-storey building renovated for that purpose. The stairs leading towards the main entrance have an inclined pathway in order to ease access for wheelchair users. The building has no lift. There are 15 bedrooms for clients on the ground floor, most of them are designated for multiple people. There is a separate sanitary corner in the bedrooms of the first floor (some of the bedrooms being designated for one person). The first floor accommodates clients who are able to move on the stairs on their own. The ground floor accommodates clients who need more assistance.

Both during the day as well as at night the Care Home has two caretakers. From 8 a.m. to 5 p.m. there is an activity instructor, care manager and social work manager on site. In addition, a client bathing assistant helps the caretakers. The Care Home does not have a medical nurse, but clients are assisted to ensure that the nursing assistance prescribed by the family doctor is available and the administration of medicines is organised as well.

During the inspection visit it could be noticed that the staff were devoted to the clients and friendly towards them. The clients were pleased with delicious meals and home-like living conditions. The living and hygiene premises of the Care Home were clean and equipped with accessories (washing chairs, handlebars, etc.). It is worth recognition that the Care Home has a sling hoist for the provision of high-quality care service, a special mattress for preventing sores and many clients also have adjustable beds. A lot of attention is paid to the prevention and treatment of sores. Upon ensuring clients' safety, there is a staff alert system (on the ground floor, call buttons with an audio signal, among others, in the sanitary rooms, and an intercom in each bedroom on the first floor).

Following the inspection visit, the Chancellor of Justice drew attention to the following deficiencies:

- the care service needs to be documented better;
- the care plan must be revised at least once every six months and also changes in the treatment schemes and important health data, which need to be monitored on a daily basis, must be documented as well;
- clients who need extensive assistance must be bathed more frequently;
- clients who have partially or fully lost their ability to move must be allowed to stay outside more and to engage in recreational therapy and in purposeful leisure activities;
- it is important to always ensure the client's privacy upon performing more intimate procedures (using the commode chair, changing incontinence products, etc.);
- expired OTC medicines must be disposed of properly.

The health care expert who participated in the visit pointed out that there was too little space in multi-bed rooms, there were problems with ensuring the clients' privacy and organising their recreational therapy, and that there were no special menus for clients suffering from diabetes or hypertension.