

## **Inspection visit to Võisiku Home of AS Hoolekandeteenused**

From 20 to 21 November 2017, the advisers of the Chancellor of Justice made an unannounced visit of inspection to the Võisiku Home of AS Hoolekandeteenused in order to find out how the provision of the all-day-round special care service is organised. The advisers and a medical expert took a tour around the premises of the Võisiku Home, examined the institution's documents, and interviewed the staff and clients.

The Võisiku Home has a total of five different departments of differing sizes. The smallest department is for clients with multiple disabilities (First Department), which had 12 clients present during the visit. The largest departments (Departments Five and Six) had 60 clients. The people are accommodated into rooms of one to four people, with most people accommodated into rooms for two. Bed-bound clients (Departments Three and Four) are accommodated into rooms of four. Single rooms are for clients who may be aggressive towards roommates. The rooms are largely furnished taking into account the needs and specifics of the people. However, in some rooms there is only a bed.

During the visit the caring attitude of the staff of the special care home towards the clients was noticed. It is positive that pictograms are used in the Võisiku Home, which help the clients find their way around the building and understand the daily schedule. It is commendable that the clients' calendar plans and the table of extraordinary events are thoroughly filled in. The activity room, library, exercise hall, the walking yard of the Third Department and the guest room of the Fourth Department left a good impression. Trips are made with the clients, for example, to water centres and outdoor walking trips are made as well. The clients can attend a music group and a dance group in the house. The clients praised the music lessons, helpful staff and delicious food.

However, there are issues as well. Although the number of staff of the Võisiku Home meets the statutory minimum, there are not enough staff members to organise developing activities and daily outdoor walks for all clients. More attention must be paid to the security of the staff.

It is important to always ensure the client's privacy upon performing more intimate procedures. The hygiene rooms must be clean and the clients must be able to use them privately. If necessary, the client must be helped in keeping the bedroom tidy.

The freedom of movement of clients with profound multiple disabilities and clients of the Third Department is restricted without a legal ground. Lawful means must be found for ensuring the safety of the clients.

The medical nurse service must be available to the required extent. Medicines must be handled in accordance with requirements.

Under the special care institutions reorganisation plan, the adult clients of the Võisiku Home are being prepared for replacement to other care institutions. Some of the residents of the care home will be transferred to a lighter special care service. Meetings are held with them and a moving folder with the necessary assisting information is prepared for them. There is also information on the reorganisation of the special care services on the information board in each department. The Chancellor of Justice repeats the recommendation sent to AS Hoolekandeteenused earlier to involve the clients as much as possible in making decisions regarding the reorganisation.