

Inspection visit to non-profit association Valga County Support Centre

On 8 November 2017, the advisers of the Chancellor of Justice made an unannounced inspection visit to the centre 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 support centre, examined the institution's documents, and interviewed the staff and clients.

The support centre has 47 seats for people with profound multiple disabilities in all-day-round special care and two seats for people with unstable remission. During the visit, all the places were occupied.

It was positive that the support centre had a relatively high number of employees during daytime, given the number of the clients. From 8:00 a.m. to 4:30 p.m. every day, including at the weekend, there is a medical nurse in the support centre and the clients' family doctor makes a visit to the support centre once a week. The activity house and the day centre located in a flat in the building next to the support centre left a good impression. Instructed and methodical activities are offered to the clients in these locations. The clients can use auxiliary equipment adapted to them (wheelchairs corresponding to needs, functional beds). The provision of drinking water to the clients was well-organised. The employees were friendly and supportive towards the clients.

It is not acceptable that clients are accommodated in pass-through rooms or rooms where common activities are pursued. In the rooms of the clients who use a potty chair, there must be screens or curtains for ensuring the privacy of the person using the auxiliary equipment. There must be window blinds that allow for adjusting light in the clients' bedrooms. The living conditions of the support centre must be adjusted better for wheelchair users – high door sills must be levelled and the acquisition or rental of equipment allowing use of the staircase must be considered. In the evening and at night, there are not so many activity instructors on duty at the support centre as prescribed by the law regarding departments of clients with profound multiple disabilities. Training prescribed by the law must be made available for activity instructors.