

Inspection visit to the Kogula Home for the Elderly

On 10 October 2016, the advisers of the Chancellor of Justice made an unannounced inspection visit to the Kogula Home for the Elderly, which was managed by AS Hoolekandeteenused. A health expert was involved in the visit.

The total number of places in the care home is 50. During the visit, 44 clients were present at the care home. The general care service is provided in a one-storey building that can also be accessed in a wheelchair. The service is also rendered to the elderly who have more serious health issues, including to demented and shut-in clients. During the day (from 7 a.m. to 7 p.m.), the care home usually has four caretakers on duty and in the evening and at night (from 7 p.m. to 7 a.m.) two caretakers are on duty. The care home has 1.5 medical nurse positions, which are filled by two medical nurses. A medical nurse is present on working days from 8 a.m. to 5 p.m. and, depending on the work schedule, often also at weekends.

During the visit, the advisers of the Chancellor of Justice and an expert took a tour on the premises of the care home, examined the documentation of the institution and talked to the staff members who were on duty and to clients.

During the inspection visit it could be noticed that the staff are devoted to the clients and friendly towards them. The clients of the care home were pleased with the environment surrounded by picturesque scenery. It is positive that the care home has a medical nurse and, at night, at least two caretakers. The living and hygiene premises of the care home were clean and equipped with accessories (washing chairs, handlebars, etc.). For the purpose of provision of a high-quality care service, many clients have functional beds. A lot of attention is paid to the prevention and treatment of sores. The day-to-day care procedures of shut-in patients were documented regularly and exercises were carried out with shut-in patients several times a week.

The care service needs to be documented better. The care plan must be revised at least once per six months and the need for the health care service must be assessed in drawing up and revising the care plan. Clients who have partially or fully lost their ability to move must be allowed to stay in fresh air more. Offering clients activity therapy and meaningful ways of spending leisure time must be attended to.

It is important to always ensure the client's privacy upon performing more intimate procedures (using the lavatory seat, changing diapers, etc.). If a lavatory seat is shared by multiple clients, it must be cleaned each time it is used by a client.

Upon accommodating clients and furnishing rooms, the requirements of the law in force must be followed and a way to use a lavatory designated for people with disabilities must be found in such a way that the privacy of the clients who reside in a bedroom that has a lavatory for people with disabilities is not violated.

It must be ensured that the clients are administered only the medicines prescribed by their doctor. It must be ensured 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. It is also necessary 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.