

Inspection visit to the Saverna Care Home

On 18 March 2016 (daytime) and on 9 April 2016 (nighttime), the advisers of the Chancellor of Justice made an unannounced inspection of the Saverna Care Home (hereinafter the Care Home).

The total number of places in the Care Home is 30. The general care service is provided in a two-storey building, which is a former block of flats. During the inspection, 28 clients were being provided with the service (19 women, 9 men) and the number of the members of the staff that had contacts with the clients and were on duty at the time was four (2 caregivers, the manager and the chef). During the day, two caregivers are usually on duty simultaneously and at night one caregiver is on duty. The Care Home has a medical nurse who works part-time and stays in the Carer Home from 8:00 a.m. to 12:00 p.m. (noon) on working days. The service is rendered mainly to the elderly who are suffering from more severe health problems and are unable to manage on their own. People diagnosed with dementia are also accepted. During the inspection, the Carer Home was accommodating three clients diagnosed with dementia. The staff have not undergone special training for working with clients with dementia.

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 had a more detailed interview with 11 clients.

During the visit, it became evident that the manager and staff of the institution cared about their clients. The leaving and hygiene premises of the Carer Home were clean and equipped with accessories (washing chairs, handlebars, etc.). The availability of the services of the medical nurse in the Care Home is a positive aspect. It is also worth recognition that there were special dragging accessories under the clients' mattresses, which allow for quick evacuation of the clients in an emergency situation (e.g. fire).

As a result of the inspection, the Chancellor of Justice made the following findings and recommendations:

- to immediately stop locking a client up in their room. The Chancellor of Justice also recommended that the Care Home find opportunities to increase the staff's understanding (e.g. by way of training) of the special needs of clients with behavioural problems and of modern methods of assisting such clients;
- to find ways of ensuring that a sufficient number of caregivers is on duty at all times in order to provide a service that meets the clients' needs;
- to assess the activities of the Care Home from the perspective of ensuring that clients are in every situation treated in a manner that respects they are individual characteristics, needs and dignity, and to take suitable measures to improve the situation. Among other things, the bathroom on the first floor of the Care Home should be adjusted so that it corresponds to the needs of the clients and a wall-mounted lamp should be installed next to each bed; various opportunities for spending one's time reasonably (e.g. in the form of hobby groups, joint activities, etc.) should be created and the clients should be taken outdoors more often so they will not feel bored or become passive, which would be a danger to their mental as well as physical health.

The expert who participated in the visit made the following recommendations:

- to create the possibility to use a lift to move and transport the sick between two storeys;
- all the bathrooms should be equipped with an easily accessible shower;

- to create an alert system in the rooms of the facility ought to ensure the availability of a caregiver on both storeys of the facility at night;
- in the case of some medicinal products, the treatment sheet for the writing 'according to the plan,' but the plan itself was not indicated. It is possible that the plan is documented accurately in the treatment cards of the client's family doctor or in the treatment/health card, which is in the possession of the medical nurse, but it should also be included in the treatment sheet/plan available to the caregivers, so that in a situation where emergency medical assistance is required, the ambulance crew can also see it;
- caregivers make a notation on the issuing of OTC medicinal products in an on-duty journal. It is advisable to indicate in the journal the exact dose of the medicinal product and an explanation as to why the medicinal product was issued to the client.