

Inspection visit to the care home unit of SA PJV Hooldusravi

Summary

The advisers of the Chancellor of Justice paid an unannounced visit to the care home unit of SA PJV Hooldusravi on 9 February 2017. 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 and clients.

The care home has a total 150 places of which 145 were filled during the visit. There are 15 places in the department designated for clients with dementia and seven of them were filled. The general care service is provided in a building that has a lift and is adjusted for such purpose. The clients' bedrooms are designated for one to three people and located on three floors.

There are usually two caregivers on duty at any given time in each sector of the care home during the day and night. In addition, the clients are on a daily basis attended to by a daytime caregiver who solves current care issues. The care home has three medical nurse positions of which two were filled at the time of the visit.

During the inspection visit it could be noticed that the staff were devoted to and well-meaning towards the clients. The clients complimented on the good living conditions and tasty food and special menus were made available to them flexibly. The living and hygiene premises of the care home were clean and modern and equipped with auxiliary equipment (washing chairs, handlebars, etc.) and various care equipment required for providing a high-quality care service (among other things, a sling hoist for clients). Clients' safety is also ensured by a staff alert system installed in each bedroom. It is positive that the clients are provided with the medical nurse service. In addition, the good practice of using screens and curtains can also be pointed out – the clients complimented on enabling privacy, too.

During the visit it became evident that the freedom to move of the clients of the general care home was restricted without legal grounds. The complexity of the work of the staff of the care home is understandable, but lawful means must be found for ensuring the safety of the elderly.

In addition, the Chancellor of Justice noted that only medicines prescribed by a doctor may be administered to clients. Account must be kept of medicines administered, so to day, where necessary, so that it would be clear which client treatment scheme was relied on upon administering the medicine and who and for what reasons decided it. It is also necessary to ensure that the need for the administration of a prescription medicine is decided by a health care professional who has completed the required training and that the administration is documented in such a manner that there is an effective and real possibility to subsequently check the actions of the health care professional who does not have the competency of a doctor. 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.

The Chancellor of Justice also pointed out that clients who have partially or fully lost their ability to move must be allowed to stay in fresh air more. More ways of meaningfully spending leisure time must be offered to clients with reduced mobility. Ways of staying outdoors and manageable activities must also be found for clients with dementia. Clients must be washed at least once a week.