

Inspection of Hiiu Treatment Centre

On 31 January 2014 advisers to the Chancellor of Justice paid an unannounced visit to Hiiu Treatment Centre, which provides nursing care services and care services.

As a result of the inspection the Chancellor of Justice made the following suggestions to Hiiu Treatment Centre to guarantee the fundamental rights and freedoms of persons:

- to guarantee that the appropriate consent for the provision of nursing care services is always requested from patients arriving for nursing care or their legal representatives and that such consent is recorded in writing;
- in the case of patients who are unable to consider the pros and cons in a responsible manner and whose active legal capacity is limited, explain to them (if the patient's condition permits it), their close family members or the local authority that if there is no need to provide the service immediately, it is necessary to ask a court to appoint a legal representative for the patient who could give the appropriate consent for the provision of the service on behalf of the patient, before the provision of the nursing care service starts;
- to ascertain in each case whether the court has granted the patient's legal representative the right to decide on the provision of a health service on behalf of the patient;
- to guarantee that the explanation of why the nursing care provider found the patient to be incapable of making decisions or that a patient with limited active legal capacity is unable to responsibly consider the pros and cons of the provision of the nursing care service is recorded in the patient's medical records;
- to guarantee that patients and other unauthorised persons have no unauthorised access to the medicines kept in the medical supplies room;
- to guarantee that all staff members whose tasks include communicating with patients and meeting their needs are able to communicate adequately with patients who speak Estonian.

The Chancellor of Justice also advised Hiiu Treatment Centre to give more attention to the dignified treatment of patients receiving nursing care in the Treatment Centre in any situation.