

Inspection of Karula Home of AS Hoolekandeteenused

Advisors to the Chancellor of Justice paid an unannounced visit to the Karula Nursing Home of AS Hoolekandeteenused on 4 December 2017 to check its activities and the living conditions of clients. The advisors to the Chancellor of Justice and the expert visited the rooms of the nursing home, examined its documents and talked to the employees.

82 people with profound multiple disabilities were receiving 24-hour specialised care at the nursing home at the time of the inspection visit and they had been accommodated in seven family houses. The rooms have one to three beds. There is a so-called mind room in the activity house of the nursing home, which is used for sports and manual activities that support mobility.

It is positive that the residents of the nursing homes are accommodated in small family-like units, where the living and hygiene quarters are clean and warm, and equipped with the necessary aids.

Residents with movement difficulties can move in the buildings of the nursing home without great difficulties (among others, the activity house has a door that opens automatically). The activities offered in the activity house and the positive attitude of the employees made a good impression.

However, residents with moving difficulties should be given more physical exercise. The nursing home should have more employees to meet the required quality. The activity instructors and carers have a lot of duties, as there are many people at the Karula Home who need a lot of care and help. The existing staff are not enough to perform all of the duties, such as considering the individual needs of the residents and guaranteeing a safe environment in the nursing home.

It was found during the inspection visit that the freedom of movement of the home's residents was sometimes restricted without legal grounds. The work of the staff is obviously difficult, but safety should be guaranteed by lawful means.

The aids used must correspond to the special needs of the people and special belts must be used to support sitting instead of makeshift alternatives.

The services of a nurse must be accessible to the required extent.