

Inspection of Vändra Health Centre

On 16 April 2014 advisors to the Chancellor of Justice paid an unannounced visit to the nursing care department of the Vändra Health Centre.

The Vändra Health Centre provides nursing care services among others. The centre has been issued with an activity permit for providing nursing care to up to 30 patients. The centre was providing nursing care to 20 persons at the time of the inspection.

The Chancellor of Justice had not inspected the centre before.

As a result of the inspection the Chancellor of Justice makes the following recommendations to the Vändra Health Centre Foundation to guarantee the fundamental rights and freedoms of persons:

- to guarantee that the appropriate consent for the provision of nursing care 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 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 is recorded in the patient's medical records;
- to guarantee that the button used to call a nurse is within the patient's reach in such a manner that they can use it easily, quickly and safely when they need help;
- to stop disclosing the full names of patients in the centre without their consent.