

Inspection of Valkla Home of AS Hoolekandeteenused

Advisors to the Chancellor of Justice paid two unannounced visits to the Valkla Home of AS Hoolekandeteenused on 27 February 2014 the first of which took place during the day and the second in the evening from 21:00-22:00.

Valkla Home is a private care home managed by AS Hoolekandeteenused that provides 24-hour special care services and 24-hour special care services to persons sent to a welfare institution with a court ruling.

Valkla Home has been issued with the activity permit for providing 24-hour special care services to up to 70 patients and the same service on the basis of a court ruling to up to 100 patients. During the inspection Valkla Home was providing the 24-hour special care service to 68 people and the same service on the basis of a court ruling to 93 people.

The previous visit of the Chancellor of Justice to Valkla Home took place on 26 November 2012.

As a result of the inspection the Chancellor of Justice made the following proposals to AS Hoolekandeteenused to guarantee the fundamental rights and freedoms of persons:

- to guarantee that at least the required number of activity instructors are at work in Valkla Home at all times;
- to guarantee that the administration of a medicine is decided by a qualified health professional;
- to guarantee that account is kept of the medicines administered in Valkla Home when so-to-say necessary;
- to guarantee that clients of the 24-hour special care service (incl. the service provided on the basis of a court ruling) are isolated only in the isolation room;
- to guarantee that isolation is applied in Valkla Home only if all the conditions of isolation have been met;
- to analyse which lawful measures can be quickly applied at night to guarantee the safety of a client who is becoming dangerous and the safety of other clients, and to introduce a measure for guaranteeing safety that violates the rights of clients as little as possible in light of the threat;
- to prepare an action plan to explain the permissibility of restricting the main right of freedom to employees and to send it to the Chancellor of Justice for his information;
- to guarantee that the equipment in the sanitary rooms of Valkla Home is in order and that the rooms are clean;
- to assess the sufficiency of the offered food.