

Inspection visit to the care home of AS Hoolekandeteenused Valkla Kodu

On 31 January, 5 February and 6 February 2015, advisers to the Chancellor of Justice inspected the departments of the care home of AS Hoolekandeteenused Valkla Kodu, where round-the-clock special care services are provided under a court ruling. The inspection completed on 31 January was undertaken in the evening (from 20:30 pm to 22.00), with the rest of the visits completed during the day. The care home at Valkla was not notified in advance about the visit of 31 January or 5 February. Advisers to the Chancellor of Justice provided the care home at Valkla with one day's advance notice about the visit completed on 6 February. The inspection visit completed on 5 February was attended by a family physician in the capacity of an expert, and a daily wheelchair user in the capacity of a person knowledgeable with the setting.

The last time that the Chancellor of Justice inspected the care home at Valkla was in 2014.

At the time of the inspection visit, the care home at Valkla was licensed to provide, under a court ruling, round-the-clock special care services for 100 adults. During the inspection visit, 93 adults were receiving services. During the visits completed on 5 and 6 February, at least two activities supervisors were on duty in every department; on 31 January, there was one activities supervisor in every department.

During the inspection visit, advisers to the Chancellor of Justice interviewed activities supervisors and 10 clients from various departments.

As a result of the inspection visit, the Chancellor of Justice issued the following recommendations to AS Hoolekandeteenused, in order to ensure the fundamental rights and freedoms of persons:

- ensure that the care home at Valkla isolates the clients of round-the-clock special care services (including services provided under a court ruling) only in a secure isolation room with an environment conducive to calming down and only if all the requirements for isolation have been met, and ensure the constant surveillance of an isolated person so that the activities supervisor responsible for the isolated person does not have to leave the rest of the department unattended for the duration of isolation;
- analyse the reasons why clients in closed departments are not enabled to engage during the day in the activities planned for them and identify relevant appropriate solutions for enabling clients to engage in the designated activities, including enabling clients to engage in daily activities appropriate for their abilities and skills to contribute to the preservation and improvement of independent coping by them and lay the groundwork for the expiry of the need for their care without their consent, and accordingly prepare action plans that include activities appropriate for every client's needs and assessments of the administration of the activities and ensure the implementation of the action plans;
- avoid the locking of clients' bedrooms during the day and ensure the involvement of clients in activities in some other, more appropriate manner;
- enable all clients, their health permitting, to spend time in the fresh air regularly and sufficiently, and motivate them to spend more time in the fresh air, also by creating for this further leisure facilities in the walking area, and regularly organise for clients appropriate activities requiring active involvement;
- provide an indoor environment that is free of tobacco smoke and create facilities for non-smoking clients to spend time in the fresh air, away from smokers, to protect both clients and staff against passive smoking;

- ensure in the closed departments of the care home at Valkla the number of activities supervisors required for the due provision of round-the-clock special care services for clients receiving the services under a court ruling;
- ensure that the administration of medication is decided by a medical professional who has undergone the required training;
- analyse the need and purpose for the use of metal lattice frames and barbed wire at the care home at Valkla and consider alternative solutions, instead of metal lattice frames and barbed wire, that take into consideration the interests of clients, with a separate assessment of what kinds of clients are prone to escaping;
- make it possible for clients to use clean lavatories in private;
- create at the care home at Valkla appropriate facilities for the provision, under a court ruling, of round-the-clock special care services for clients using wheelchairs;
- consider and, where possible, take into account other recommendations made by the person knowledgeable about the setting and the healthcare expert for the improvement of the accessibility and quality of services at the care home at Valkla.