

Inspection visit to Aa Nursing Home of MTÜ Vahtra Hooldemaja

On 31 August 2018, the advisers to the Chancellor of Justice carried out an unannounced inspection of the activities of Aa Nursing Home of MTÜ Vahtra Hooldemaja and the living conditions of its clients. The advisers and a healthcare expert took a tour of the premises of the nursing home, examined the institution's documents and talked to the staff and the clients.

Aa Nursing Home operates in a purpose-built welfare institution that has a lift. The service is provided on departments located on three floors. The bedrooms are for one to four people.

The nursing home has 150 places and there were 121 clients in the building at the time of the inspection visit (40 on the ground floor, 33 on the first floor and 48 on the third floor). The people who need more care are placed in rooms on the ground floor. There are also demented and mentally disturbed people with behavioural problems in the nursing home who are on a waiting list for the 24-hour specialised care service.

Two carers (who work in 24-hour shifts) and an internal security employee are usually on duty on the ground floor of the nursing home on working days as well as at weekends. An employee is on duty on the first floor every day from 8 to 19 and there are generally no employees in the department in the evenings and at nights. An employee is on duty on the second floor only from 8 to 16 on working days. There are no employees in the department in the evenings, at nights and at weekends. During this time, a carer from the ground floor visits the second and the third departments from time to time. Social workers also deal with the people and help organise activities for the day. The nursing home also has a cleaner, laundry employee, bather and hairdresser. The nurse's working day is from 8 to 18. Video surveillance has been installed in the general rooms of the building.

The positives that can be highlighted are the well-functioning medical unit and accessible nursing care. The nursing home has the equipment required for the provision of the care service (washing frame, wheelchairs). The internal security employees help guarantee security.

However, it must be critically noted that the freedom of movement of people at the nursing home is restricted without a legal basis. Placing the residents of the nursing home in an isolation room is not permitted.

The nursing home should have more employees to provide a quality service and a system for calling the employees should be installed in the building. Care plans must be prepared for all clients. The need for health services must be assessed when a care plan is prepared and changed, and the care plans must be revised at least once every six months.

More meaningful ways to spend time must be offered to people, exercises must be organised for bedridden people and all clients should be taken outdoors. It is important to always ensure people's privacy during hygiene and care procedures, so they can maintain their dignity. Clients must be washed at least once a week. More attention should be given to the improvement of living conditions and compliance with health protection requirements.