

Inspection visit to Hellenurme Home of AS Lõuna-Eesti Hooldekeskus

On 11 and 12 June 2018, the advisers to the Chancellor of Justice carried out an unannounced inspection of the activities of the specialised and general care departments of Hellenurme Home of AS Lõuna-Eesti Hooldekeskus and the living conditions of people. The advisers to the Chancellor of Justice and a health expert took a tour of the rooms of the nursing home, examined its documents and talked to the clients and employees.

Specialised care was provided at the nursing home to 70 people and general care to 204 people at the time of the inspection visit. The services are provided in three buildings. The rooms of clients in the main building are in four wings, which are connected by the support services wing (the medical department is located there as well). In addition to this, the residents of the nursing home live in the Mustamäe and Mõisa buildings further from the main building. Video surveillance that records images is used in the common rooms.

According to the clients, the activity instructions, carers and medical staff are helpful and attentive. It is positive that nurses are present at the nursing home on working days and a family doctor and psychiatrist see the residents of the nursing home once a month. People's health data and the administration of medicines are carefully documented. The exchange of information between the staff members is well organised in most departments. Exercise instructors make sure that clients who need a lot of assistance can also go outdoors. Joint activities and excursions are organised. The physiotherapy and massage room and the crafts room made a good impression. The special needs of clients are considered in food service. The clients praised the sauna of the nursing home.

It is not commendable that the number of activity instructors on duty in the specialised care departments of the nursing home in the evenings and at nights is not as high as is required by law. The training required by law must be made available for activity instructors. It must be possible for people to lock the toilet door to guarantee privacy. The bedrooms must be made cosier. The activities indicated in the daily schedule must be followed. The door of a client's bedroom must not be locked in such a manner that the person themselves cannot open it.

The nursing home should also have more employees to provide a quality service in the general care departments because many people who are bedridden and suffering from dementia and therefore require a lot of care live at the nursing home. The living conditions in Mustamäe and Mõisa blocks must be improved. Health protection requirements should be more diligently observed and people with reduced mobility should be kept more active. Help would be easier to access if all units of the nursing home had a functioning system for calling for help.