

## **Inspection visit to Iru Care Home**

On 28 April 2016, the advisers of the Chancellor of Justice made an unannounced visit to the Iru Care Home (hereinafter Care Home). A health care expert participated in the visit.

The total number of places in the Care Home is 350. During the visit, 347 clients were present at the Care Home. The general care service is provided in a three-storey building that is divided into two wings. There are 3 lifts in the building, which can fit a wheelchair. The Care Home has eight departments that accommodate 35-60 clients. Clients are placed into departments based on the extent of the need for assistance. Clients who need assistance with daily activities (wheelchair users, immobile people) are gathered into larger departments with 60 places in each. There is a separate department for clients diagnosed with dementia and it accommodated 40 patients during the visit.

During the day (from 7 a.m. to 7 p.m.) there is one caretaker per twelve clients in the department (e.g. in a department with 60 clients there should be five caretakers during the daytime). In the evening and at night (from 7 p.m. to 7 a.m.) there is one caretaker in each department. The Care Home has four activity instructors between 8 a.m. and 4 p.m. on working days and they organise hobby activities and help to take clients for walks/outdoors. Every day (from 7:30 a.m. to 7:30 p.m.) there are four medical nurses at the Care Home, plus two senior nurses on working days. Twice a week, a family doctor visits the Care Home. Medical service providers are not among the staff of the Care Home, but independent partners.

During the visit, the advisers of the Chancellor of Justice and the expert took a tour on the premises of the Care Home, examined the documentation of the institution and talked to the staff members who were on duty and to the clients of various departments.

During the visit, it could be seen that the staff of the Care Home were caring towards clients and their attitude was commendable. The living and hygiene quarters of the Care Home were clean and equipped with auxiliary equipment (washing chairs, handlebars, etc.) and marked with pictograms that make it easier to find the needed room. It was also positive that the Care Home has a medical nurse present every day and activity instructors on working days. It is commendable that the Care Home regularly organises in-service training for the staff and each department has well-considered and detailed instructions for caring for and nursing people in the Care Home. Important information is available to the clients on the bulletin boards of the department (e.g. complaint procedures and relevant blank forms, the contact details and reception times of the management of the Care Home, the contact details of the medical staff, house rules, the menu).

However, during the visit it became evident that the freedom of movement of the clients of the Care Home was limited. The Care Home may not have enough staff on duty at night. Some of the accommodation rooms were overcrowded and attention should also be paid to providing the clients with reasonable leisure activities. More attention should be paid to enabling them to go outdoors, especially in the case of clients who have partially or fully lost the ability to move. It is important to always ensure the client's privacy upon performing more intimate procedures.