

Inspection visit to Koeru Care Centre

Summary

On 22 February 2017, the advisers of the Chancellor of Justice made an unannounced inspection visit to check the provision of the general care service in the Koeru Care Centre. The advisers and a medical expert took a tour around the premises of the care home, examined the institution's documents, talked to the staff and clients.

The care home has 110 places for general care services and 30 places in the department of clients with dementia. The building has been constructed for the provision of welfare services and adjusted in such a manner that clients with reduced mobility can move freely. The building has lifts. The bedrooms of the general care service are for one to four people and located in five departments.

During daytime there are usually two caregivers on duty in each department of the care home (from 8:00 a.m. to 4:30 p.m. on working days there is also a senior caregiver on duty) and one caregiver in the evening and at night. In the department of clients with dementia, a daytime caregiver is on duty from 7:00 a.m. to 7:00 p.m., so clients with greater care needs can be assisted more during the morning and evening hygiene procedures. From 8:00 a.m. to 4:30 p.m. on working days a cleaner is on duty in each department and helps to take care of the clients, where necessary. There is a medical nurse on duty at all times.

The living and hygiene premises of the care home are clean and modern and the required auxiliary equipment is used for the provision of the care service (washing chairs, handlebars, etc.). The safety of clients is ensured with the help of a staff alert system and an internal security guard. A medical nurse is on duty at all times and medicines are handled in accordance with requirements. In order to make the service better, the care home involves clients in house meetings and client representation. The work of the activity instructors of the day centre deserves recognition.

During the visit it became evident that quite a few things need to be changed as well. Clients who need extensive assistance must be bathed more frequently. Clients with reduced or no mobility must be able to stay outdoors more. Activity therapy and meaningful ways of spending leisure time must be offered to clients not only in the day centre, but also in the department where they are permanently accommodated. More physical exercise needs to be carried out with bedbound clients. Clients with dementia must also be able to stay outdoors and they must be offered a chance to engage in activities that they are able to manage.

It is import to ensure the privacy of intimate hygiene procedures of the client at all times. It is not appropriate to use a grumpy tone of voice when communicating to the client and it would be polite to knock on the door before entering the client's room.