

Inspection visit to Koeru Care Centre

On 15 September 2021, the advisers of the Chancellor of Justice inspected the work of SA Koeru Hooldekeskus without prior notice. With a health care expert, the advisers to the Chancellor of Justice inspected the care home's premises, examined the institution's documents and talked to the staff and residents.

Koeru Care Centre can provide general care services to 129 people. Special round-the-clock care is provided to 89 people (the care centre has 74 places for people who need round-the-clock special care and 15 places for people with severe compound disabilities who need round-the-clock special care). The people are accommodated in bedrooms located in four wings of the care home. The large hall and day centre rooms of the care home are used for recreational activities. Registered nurses work at the care home.

As a positive, the management of the care home considers the training of the staff to be important and has consistently encouraged this. Necessary aid items (handrails, patient lifts non-slip boards and non-slip sheets, washing frames, etc.) are available in the care home's living and hygiene rooms. Care procedures are thoroughly documented. Nurses monitor people's health. Movement and recreational activities are organised for dependants. It is commendable that subject to the restrictions imposed by the spread of COVID-19, people are offered the opportunity to visit their relatives in a care home and alternative means of communication through online calls are also encouraged.

Staff shortage is a problem. The care home should have more employees so that the residents can be given care as standards require. The freedom of movement of people should not be restricted without legal grounds, and lawful means must be found to ensure the safety of people.

It is not satisfactory for persons with severe compound disabilities to be supervised by activity supervisors who have not completed mandatory in-service training. Untrained assistant care workers should not be left to work alone without the care worker's supervision. It should be possible to use a staff calling system from all beds. It is important to ensure the client's privacy in performing hygiene and care procedures so that the person is able to keep their dignity. Care home residents must be washed at least once a week. The requirements for administration and handling of medicines must be observed.