

Inspection visit to Kohtla-Järve care home of OÜ Häcke

On 6 November 2019, advisers to the Chancellor of Justice carried out an inspection visit to Kohtla-Järve care home of OÜ Häcke. The advisers together with a medical expert took a tour around the premises of the care home, examined the institution's documents and talked to the staff and customers.

OÜ Häcke's Kohtla-Järve care home comprises three buildings. The two-storeyed main building (located at Järveküla tee 30) has 68 beds (26 beds on the first floor and 42 beds on the second floor). The nurse's office, administrative rooms, the work room of the internal security staff, laundry facilities, the kitchen and the storage room are located in this building. Two smaller two-storeyed buildings are located on Torujõe street. Twenty-one residents live in the building located at Torujõe 13 and 17 people are housed in the building located at Torujõe 15. On the day of the inspection visit, there was one vacant bed available in the care home (in the main building).

It is commendable that medical assistance is available to the care home's residents every day and residents' health information is documented with proper care. According to staff, the care home's team is supportive of one another and the management encourages participation in further training. The exchange of information between the staff is well-organised. Toilets and washrooms have had repairs made and have been adapted for use by people using mobility aids. The buildings can also be exited via a sloping ramp. Many residents of the care home have a small refrigerator in their room for storing food. People can read fresh newspapers in Estonian and Russian. There is a large roofed shelter, which is wheelchair accessible, in the courtyard of the care home's main building. According to the care home's residents, the caregivers and medical staff are friendly and helpful.

Unfortunately, customers' privacy is not ensured at all times when performing hygiene and care procedures. Privacy is also not afforded due to the surveillance cameras installed in the bedrooms. The plywood partitions of the bedrooms do not provide adequate isolation. The bedrooms should be made more comfortable and, where necessary, the staff should help residents keep their rooms and things in order. Each bathroom must have soap and towels necessary for washing hands. Consumer technology must be used with care. The residents of the care home should have a larger variety of meaningful leisure activities made available to them and people with reduced mobility should receive more support for spending time outdoors.

The care home should consider employing more staff to ensure that all residents of the care home are able to receive timely assistance as well as individual guidance. To make it possible to call for assistance, an aid calling system could be installed in the houses.

Legally permitted measures must be used to calm people who are behaving in a difficult manner or are intoxicated.

The care plan must provide an assessment of a person's needs with respect to health care services and also note any activities that may help the customer to cope.

When handling medication, the care home must comply with relevant rules and observe the principle that prescription medication can only be dispensed to people as prescribed by a doctor.