

## **Inspection visit to Lihula Südamekodu nursing home**

On 15 June 2018 and 10 January 2019, the advisers to the Chancellor of Justice carried out an unannounced inspection of the activities of Lihula Südamekodu OÜ (SA Lõuna-Läänemaa Tervishoiu- ja Sotsiaalhoolekande Keskus until 1 October 2018) and the living conditions of its clients. The advisers to the Chancellor of Justice and an expert took a tour of the rooms of the nursing home, examined its documents and talked to its residents and staff members.

10 people with profound multiple disabilities were receiving 24-hour specialised care and 51 people were receiving general care at the nursing home at the time of the inspection visit (there are 52 places for people requiring the general care service at the nursing home). These services are provided in three separate buildings, which have a shared yard (specialised care clients can also enjoy greater separation when outdoors). On 10 January 2019, the advisers to the Chancellor of Justice also visited the three family houses in Oja street, where 24-hour specialised care is provided to 30 people. Clients moved to the family houses in early January 2019, which is why the activities of these units are not covered in the summary of the inspection visit. The living conditions in the family houses are good and the room layout is well thought out. The system for calling staff members, which also indicates the building in which assistance is needed, made a good impression.

The nursing home has its own kitchen, where meals are also offered on the basis of a special menu if necessary. There is video surveillance that records images in the public rooms. A nurse works in the nursing home.

It is positive that the rooms in the nursing home were clean and cosy and equipped with aids. The attitude of the staff towards the residents of the nursing home is amiable. It was obvious that the staff members and the management are supportive. Decisions that concern the organisation of work and daily life are thoroughly weighed. The residents of the nursing home praised the tasty food. The special needs of clients are considered in food service.

The fact that all activity instructors have not attended the training required by law is not commendable. The nursing home should have more employees to provide a quality service, as many people living at the nursing home are bedridden, diagnosed with dementia or require special attention because of their mental disorders, and they all need a lot of care.

The washroom of the residents of the department of specialised care should be adapted to the needs of these people. The placement of the residents in the rooms should also be more thought out. Several bedrooms are overcrowded. The Chancellor of Justice asks the nursing home to give more attention to compliance with health protection requirements and guaranteeing privacy.

The residents of the nursing home must be offered more meaningful ways to spend their time, physical exercise should be provided to residents with reduced mobility and they should be taken outside for fresh air. Problems were found in the handling and administration of medicines. Help would be easier to access if the nursing home had a functioning system for calling employees in each of its units.