

Inspection visit to Lustivere Nursing Home

Advisors to the Chancellor of Justice paid an unannounced visit to Lustivere Nursing Home and the living conditions of its clients on 9 October 2017. A health expert also participated in the inspection visit.

There are 70 places at the nursing home and 71 clients staying there at the time of the inspection visit. The service is mainly provided to elderly people with serious health problems who are incapable of coping independently. The clients staying at the nursing home at the time of the inspection visit were mostly bedridden or with little mobility. People diagnosed with dementia are also accepted.

The nursing home operates in a former manor house, which has the architectural features characteristic of such buildings (high thresholds, large rooms, double doors) and has not been adapted for the provision of general care services. This is why clients with limited mobility may find it difficult to move around in the building. There is no lift in the building. The bedrooms of clients are located on two floors (45 clients live on floor one and 26 clients on floor two). There is video surveillance in the two generally used rooms located near the exterior doors.

There are usually three employees at the nursing home from 8 to 17 on working days, and two carers are present at weekends. Two carers are usually at work in the evenings and nights (from 17 to 8). In addition to the carers, there are two part-time nurses at the home on workdays from 8-17, who must monitor the health of the clients and give them medicines.

The advisers to the Chancellor of Justice and the expert visited the rooms of the nursing home, examined its documents and talked to the employees and clients.

The commitment of the nursing home's staff to caring for their clients was noticeable during the inspection visit. It is also positive that the nursing home gives a lot of attention to training its staff.

However, it has to be pointed out that the rooms of the nursing home are overpopulated – more people have been placed in the rooms than permitted by health protection requirements. The nursing home should have more employees to provide a quality service, because many people who are bedridden and suffering from dementia, and therefore require a lot of care, are living at the nursing home. There is also no employee call-out system in the building. Clients must be offered more meaningful ways of spending their time, physical exercise should be provided to bedridden clients and they should be allowed to be in fresh air. It is always important to guarantee the privacy of clients during hygiene and care operations so their dignity is not compromised. Problems were found in the handling and administration of medicines.