

Inspection visit to Narva-Jõesuu Care Home Foundation

On 30 August 2018, the advisers of the Chancellor of Justice made an unannounced visit to the general care and special care wards of the Narva-Jõesuu Care Home and inspected the people's living conditions. A family doctor participated in the inspection as a health care expert. The advisers and the medical expert took a tour around the premises of the care home, examined the institution's documents, talked to the staff and the clients.

The Narva-Jõesuu Care Home operates in a three-storey building that has a lift. The clients' bedrooms are designated for one to three people. The general care service is provided on the ground and first floors of the building, while the special care wards are located on the second floor. The care home has 154 places. During the visit, 152 places were occupied.

The care home has equipment required for the provision of the care service (bathtubs with a side door, washing frames, wheelchairs, etc.). The care home's day centre, gym, hobby room, library and yard with training equipment left a good impression. According to the staff, cooperation with the management is good, their recommendations are taken into account and their participation in supplementary training is supported. It is good that the care home has hired cleaning staff. This way the activity instructors and caregivers can attend to the clients and do not need to focus on other tasks. The residents of the care home like joint events and anniversary celebrations organised in the facility. People also commended the staff's helpfulness and caring attitude.

The care home has to make certain that people's privacy during hygiene and care procedures is always ensured. The client's need for health care services has to be assessed upon drawing up and revising their care plan.

People's freedom of movement has been restricted in the care home without a legal basis. There should be more staff members in the first and second general care wards so all residents of the care home can get enough attention. The activity instructors have to complete the training prescribed by law.

More meaningful ways of spending leisure time must be offered to the clients of the general care ward, exercises must be organised for bed-bound people and everyone should be able to stay outdoors. More activities should also be offered to the clients of the special care ward that need individual instruction.

Some of the rooms of the special care wards need repairs and several bedrooms should be made cosier.