

Inspection visit to Oru Care Home

On 6 July 2016 and 5 August 2016, the advisers of the Chancellor of Justice made an unannounced visit to the Oru Care Home (hereinafter Care Home). A health care expert participated in the visit.

The Care Home has a total of 50 beds, which were all occupied during the visit. The general care service is provided in a two-storey former manor building (42 beds) and in a nearby smaller two-storey auxiliary building (8 beds). Due to the characteristics of the historic main building (high sills, narrow doorways), the movement of clients with limited ability to move may be impeded. The stairs leading towards the main entrance have an inclined pathway in order to ease access for wheelchair users. The building has no lift. Both buildings are wood-heated.

During the day (from 8 a.m. to 6 p.m.), the Care Home usually has two caretakers on duty and in the evening and at night (from 6 p.m. to 8 a.m.) one caretaker is on duty. A medical nurse is on duty from 8 a.m. to 5 p.m. on working days. Twice a week an activity instructor comes and organises hobby activities and helps to take the clients for a walk/outside. During the inspection visit, the activity instructor was on holiday and the medical nurse was absent for a compelling reason.

During the visit, the advisers of the Chancellor of Justice and an expert took a tour on the premises of the Care Home, examined the documentation of the institution and talked to the staff members who were on duty and to 24 clients.

During the inspection visit it could be noticed that the staff were devoted to the clients and cared about them. The clients were pleased with the environment, surrounded by picturesque scenery, and delicious food. It was also positive that the Care Home had a medical nurse on working days.

However, it became evident that the Care Home may not have enough on-duty staff. In the evening and at night (from 6 p.m. to 8 a.m.), the Care Home had merely one caretaker on call. The building does not have a staff alert system. Some of the accommodation rooms were overcrowded and attention should also be paid to providing the clients with reasonable leisure activities. More attention should be paid to enabling them to go outdoors, especially in the case of clients who have partially or fully lost the ability to move. It is important to always ensure the client's privacy upon performing more intimate procedures. There were also problems with the handling and administration of medicinal products. The doors of some rooms of the main building had hooks outside, so the doors of the bedrooms of the clients could be locked.

The health care expert did not detect any mistreatment of the clients, but did detect their medical neglect.