

Inspection visit to Pärnu-Jaagupi Nursing Home

On 29 March 2019, the advisers to the Chancellor of Justice carried out an unannounced inspection of Pärnu-Jaagupi Nursing Home. The advisers and the medical expert took a tour of the premises of the nursing home, examined the institution's documents and talked to the staff and the clients.

Pärnu-Jaagupi Nursing Home is located in a two-storey building that used to house the local hospital. There is no lift in the building. The bedrooms of the nursing home are for two to four people, one bedroom is for five people. The rooms of the carers and nurses are on the ground floor. Independent inpatient nursing care is provided to 10 people on the same floor and the carers must also look after these people. A system for calling for assistance is partly in use.

There are three carers at the nursing home during the day (who work different hours: 6:00 to 18:00; 8:00 to 20:00; 8:00 to 8:00), and one carer stays in the building overnight (20:00 to 6:00). An assistant nurse is also at the building on working days (8:00 to 13:00), two cleaners (one on each floor), a cook and food server. The doctor who oversees nursing care is at the nursing home on working days (8:00 to 13:00) and a nurse is in the building at all times.

According to the residents of the nursing home, the carers and medical staff are friendly and helpful. The clients also praised the tasty food. It is commendable that a nurse is in the building at all times, so that people are guaranteed medical assistance every day. The health data of clients and the administration of medicines are carefully documented. According to the staff, the members of the nursing home team support each other. The exchange of information between the staff is well organised. The washrooms and toilets have been renovated and adapted for people in wheelchairs. The nursing home has a patient lift for people who need assistance and several other necessary aids. It is commendable that the employees have been given the option to buy hot meals made on the premises at affordable prices.

Regrettably, the privacy of clients during hygiene and care procedures is not always guaranteed. The residents of the nursing home should be offered more meaningful ways to spend their time, and people with reduced mobility should be taken outside more often. The rooms of the department and the bedrooms of clients are clean, but not very cosy. The ramp built for wheelchair users must be made safer.

The nursing home should have more staff to guarantee timely assistance to all residents of the nursing home and to instruct people individually. All clients must be able to use devices that allow them to call for help.

A person's need for health services must be assessed in the care plan and the activities that help the client cope better must be specified.