

Inspection visit to Pandivere Pansion

On 23 February 2021, advisers of the Chancellor of Justice made an unannounced inspection visit to Pandivere Pansion OÜ. The advisers and a medical expert took a tour around the premises of the care home, examined the institution's documents, and interviewed the staff and residents.

Pandivere Pansion can provide general care for 80 people (the main house has 63 beds and the small house 17). During the visit, 68 people lived in the care home: 61 in the main house and 7 in the small house. The bedrooms have one to four beds. Video surveillance is used in common areas and in the yard. The care home has a nurse.

On the positive side, medicinal products are handled correctly. The health condition of the residents of the care home is monitored by a nurse. The living and hygiene quarters are equipped with aids (armrests, etc.) and a bed with a compressor is used to treat bedsores.

Staff shortage is a problem. The care home should have more employees in order to take proper care of the residents. A staff call system should be installed in the building. Examination of the care plans revealed that they were partially not implemented. Care plans must be reviewed at least semi-annually.

More meaningful ways of spending leisure time must be offered to people, exercises must be organised for bed-bound people and every resident should be able to go outside. It is important to always ensure the client's privacy in performing hygiene and care procedures so that the person could keep their dignity. Care home residents must be washed at least once a week. More attention needs to be paid to improving living conditions and complying with health protection requirements.