

## **Inspection visit to Pariisi Erihoolduskeskus**

On 1 and 2 July 2015, advisers to the Chancellor of Justice inspected the care home of Pariisi Erihoolduskeskus, where 24-hour special care services are provided. Both visits, unannounced, were conducted during the day. A family physician, in the capacity of an expert, was involved in the inspection visit. The Chancellor of Justice had last inspected Pariisi Erihoolduskeskus on 21 August 2013.

At the time of the inspection visit, the special care home at Pariisi Erihoolduskeskus was licensed to provide 24-hour special care services for 90 adults. At the time of the inspection visit, 93 adults were receiving the above services (5 clients were receiving the services at their own expense). Pariisi Erihoolduskeskus provides 24-hour special care services in two buildings: a main building with 71 clients and a courtyard building with 22 clients. In the main building, the clients were distributed across two levels, with two wards on each. Each ward housed clients of a single sex only. Rooms accommodated 1 to 4 persons. According to the head of Pariisi Erihoolduskeskus, the clients had been allocated to rooms primarily based on their need for assistance and mutual compatibility.

During the inspection visit, the advisers to the Chancellor of Justice visited the main and courtyard buildings and interviewed the head of the establishment, 4 activities supervisors and 10 clients. In addition, the advisers to the Chancellor of Justice examined client files.

As a result of the inspection visit, the Chancellor of Justice issued the following recommendations to OÜ Pariisi Erihoolduskeskus:

1. in relation to medicines:
  - identify a suitable solution for the administration of medicines to all clients that is safe, does not reduce the effectiveness of medicines and cannot be considered to be the involuntary administration of medicines; ensure that the administration of medicines on a 'need to' basis, as it were, is decided by a medical professional who has undergone the required training;
  - ensure that the dispensing of medicines administered on a 'need to' basis is decided by a medical professional who has undergone the required training;
  - ensure that medicines are handled in observation of the applicable requirements and that unauthorised persons have no access to medicines;
2. ensure the availability of the nursing services to the extent which takes into account the specific nature of the establishment and, at a minimum, conforms to the requirements prescribed by law, and in such a way that nurses are given the opportunity to personally assess the condition of a client;
3. take steps to protect the privacy and private lives of patients, specifically:
  - ensure within the establishment a ratio of bedrooms to clients that does not require a client to share a bedroom with more than one client and that pass-through premises are not used as bedrooms;
  - ensure that one's hygiene or activities of a more intimate nature are taken care of using screens or other equipment affording clients some privacy;
  - stop searches of clients' personal belongings without a legal basis and the removal of clients' personal belongings without adhering to the requirements prescribed by law.