

Inspection visit to Phoenix Boarding House

On 19 January 2021, the advisers of the Chancellor of Justice inspected the activities of OÜ Zunt Fööniksi Pansionaat (Phoenix Boarding House) in the provision of the general care service and the living conditions of the residents of the care home without prior notice. During the visit, the advisers and a health care expert took a tour of the premises of the care home, examined the institution's documents and talked to staff members and the care home's residents.

The Phoenix Boarding House can provide general care for up to 80 people. During the visit, 74 people lived in the care home: 15 on the ground floor, 38 on the first floor and 31 on the second floor. The care home is located in a three-storey building with a lift. The bedrooms have one to four beds. Some rooms have a staff call system and video surveillance is used in common areas. The nurse was not available in the care home during the visit.

The care home has good living conditions. The living and hygiene quarters are equipped with aids (armrests, etc.) and a bed with a compressor is used to treat bedsores. Special menus are offered (diabetic, pureed and lactose-free menu). It is worth acknowledging that, given the restrictions imposed due to coronavirus, the care home offers people alternative means of communication (including Skype) with their loved ones.

Phoenix Boarding House is home to both people in need of care and people with dementia. To provide high-quality care services and sufficient attention to every resident of the care home, the number of staff working at the care home should be increased. The Chancellor of Justice asks to take into account the great need for help of the residents of the care home when planning the number of employees and work tasks. The freedom of movement of people should not be restricted without a legal ground, and lawful means must be found to ensure the safety of people.

The Chancellor of Justice asks that the care home pay more attention to maintaining compliance with health protection requirements and ensure the privacy of the residents. Additionally, the care home's residents must have more options made available to them with respect to spending their time in a meaningful way, and people with reduced mobility must be involved in exercise activities and must be accompanied to spend more time outdoors. Medicinal products must be handled and administered in accordance with applicable requirements.