

Inspection visit to Polli Nursing Home

Advisors to the Chancellor of Justice paid an unannounced visit to Polli Nursing Home on 9 March 2018 to check its activities and the living conditions of clients. The advisors to the Chancellor of Justice and the expert visited the rooms of the nursing home, examined its documents and talked to the employees and clients.

There are 26 places at the nursing home and 25 clients were staying there at the time of the inspection visit (one client had been hospitalised). The service is mainly provided to people of Mulgi Municipality. Clients diagnosed with dementia are also accepted.

The nursing home operates in the former nursery school building and in the apartments of an apartment building located nearby. There are 12 clients in the main building and 14 clients live in the apartments (one three-room and two four-room apartments). The bedrooms of clients have one to three beds. There is no lift in the apartment building, which is why people with limited mobility may find it difficult to move around in the building. Clients who need less help are usually accommodated in the apartments. The rooms in the main building are also accessible to clients with movement difficulties.

There are usually three carers (two in the main building and one in the apartment building) on duty on working days as well as at weekends. There is one carer on duty at nights, who stays in the main building. There are no staff in the apartment building at night, the clients staying there can call for help on the phone. The administrative manager also deals with the clients during the day and it's their duty to organise the administration of medicines and deal with the delivery of food. There is no nurse in the nursing home.

It is positive that many carers have passed training to improve their professional skills and knowledge.

The attitude of the staff towards the clients is positive and supportive. The living and hygiene quarters of the nursing home are clean and warm, and equipped with the necessary aids (washing seats, mattresses that prevent bed sores, sitting scale, lift, handles, etc.).

The nursing home also has a sauna. The age-related needs of the clients are considered in food service.

However, it has to be said that the living conditions in the main building of the nursing home must be improved due to the light walls that deprive the clients of privacy. It is always important to guarantee the privacy of people also during hygiene and care operations so that their dignity is not compromised.

The nursing home should have more employees to provide a quality service. Clients must be offered more meaningful ways of spending time and physical exercise must be performed with bedridden clients. Help would be easier to access if the nursing home had a functioning system for calling employees. Compliance with the requirements for handling medicines should be given more attention.