

Inspection visit to Taheva Sanatorium

On 5 June 2020, advisers to the Chancellor of Justice carried out an inspection of the general care and 24-hour special care departments of SA Taheva Sanatorium. Together with a medical expert, the advisers to the Chancellor of Justice took a tour of the premises of the care home's 24-hour special care services and general care services departments, examined the institution's documents and talked to the departments' and day centre's staff and customers.

The care home has a day centre where care home residents can participate in handicraft and music hobby groups and use the computer. There is a gardening patch available for those interested in gardening. The premises of the general care services department have mostly been adapted to meet the needs of people with reduced mobility: there are suitable sloping ramps, the floors of interior spaces have been levelled and hallways have handrails to support balance. There are plans for building an elevator.

The care home's 24-hour special care services department is on the first floor of a separate two-storeyed building that is located on the territory of Taheva Sanatorium. There are 10 places in the ward, and special care is being provided to two (2) women and eight (8) men. Some care home residents require the use of wheelchairs for mobility. Residents have been placed in five rooms of one to three persons per bedroom. Additionally, the department has a room for the activity instructor and a larger living room for joint activities and meals. The department has no isolation room.

Trips are organised for the residents of the 24-hour special care services department and the day centre is used to fill the residents' days with various activities. Weather permitting, recipients of special care services spend a lot of time outdoors. A nurse is available for consultations in case of any health issues and the nurse also helps with drawing up care plans for the residents receiving general care services. According to the residents, the staff are friendly, helpful and understanding. Food was described as delicious.

Living conditions of the 24-hour special care services department should be further adapted to the needs of people with reduced mobility. The number of staff working at the 24-hour special care services department should be increased. Precise action guidelines must be established with respect to dealing with and resolving emergency situations. The freedom of movement of a resident whose conduct endangers themselves or others can only be restricted in accordance with applicable law, and a special isolation room must be used for this. The nurse must draw up a proper nursing history for each person receiving 24-hour special care services.

The privacy of the general care services departments' residents must be better ensured. The departments' premises should be made more comfortable and the bedroom furniture should be arranged in a way that allows people to use the room's interior elements. The freedom of movement of a person receiving general care services must not be restricted, which means that locks that allow locking the door from the outside must be removed from any bedroom doors. Residents must be able to wash themselves at least once a week. The purchase of bed-bath basin is recommended to aid in the washing of bedridden people. The department's staff must be able to use technical aids that make their work easier (e.g. patient lifts).

Support must be provided to the general care department's residents when they want to go outdoors. A more varied selection of leisure activities should be made available to the residents and the residents assisted when engaging in these activities. The care home needs to consider

increasing the number of staff working at the general care services department and installing an aid call system.

The care plan must provide easily accessible information with respect to how the care home resident is coping and what their activities are as well as what the plans are for maintaining or improving the person's condition. The care plan should not include discrepancies or assessments subject to misunderstanding.

Prescription medication can be dispensed to the care home's residents only as prescribed by a doctor.