

## **Inspection visit to Tammiste Home**

On 21 November 2019, advisers to the Chancellor of Justice carried out an unannounced visit to inspect the activities of Tammiste Home and the living conditions of its residents. During the visit, the advisers and an 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.

Tammiste Home is able to provide general care services to 140 people and a total of 133 persons were living in the four buildings of the care home at the time of the inspection visit. Residents with increased assistance needs have been housed in the Paris house. The nurses' workroom is also located in this building.

At least two care workers are present in each of the care home's buildings during the day (from 8 a.m. to 10 p.m.). Three caregivers are working on both the first and second floors of the Paris house and there is also an additional care worker whose duties include bathing the residents of the care home. In the evenings and at night (normally from 8 p.m. to 8 a.m.), there is one caregiver on call in each of the care home's buildings except for the Paris house in which there are two staff present. Additionally, the care home employs three care workers who substitute in case of regular vacations and illnesses. During working days (from 8 a.m. to 4 p.m.), a social worker and an activity instructor are also helping out with the care home's residents.

Nurses monitor the care home's residents' health status and perform nursing care procedures. Where necessary, the nurses also refer persons for doctor's appointments. Four nurses are employed part-time at Tammiste Home (one of them works on a 0.5 full time equivalent basis and three nurses work on a 0.75 full time equivalent basis) A nurse is present at the care home from 8 a.m. to 5 p.m. every day. Additionally, a medical assistant is present from 8 a.m. to 4 p.m. on working days and the medical assistant's duties include organising transport when the care home's residents need to visit the doctor, ordering medication, changing treatment plans based on the physician's instructions, participating in the drawing up of care plans and setting appointments for family doctor and specialist doctor (psychiatrist, dermatologist etc.) visits.

A positive aspect worth mentioning is the fact that the management considers it important to provide further training to the staff, has consistently encouraged participation in such training and also has an action plan in place with respect to such training. Necessary aid items (handrails, a patient lift, non-slip boards, washing frames, etc.) are available in the care home's living and hygiene rooms. New standard documents have been developed to better record any performed care procedures. The residents' health status is monitored by nurses who visit the care home every day. Residents have access to transport that has been adapted for people with reduced mobility (including for people in wheelchairs). A special diet is served to the care home's residents if they need it. The care home residents have also had computer workspaces set up for them, which allows the residents to go online.

The Chancellor of Justice commends the work and dedication of the care home's staff but asks that, following the conclusion of the emergency situation, the significant assistance needs of the care home's residents be taken into account when planning staffing numbers and work duties. 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 that the care home direct more attention to maintaining compliance with health protection requirements and ensuring 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. Medication must be handled and administered in accordance with applicable requirements.