

Inspection visit to Tapa Home

On 17 April 2019, the advisers to the Chancellor of Justice carried out an unannounced inspection of Tapa Home of AS Hooldekandeteenused to check its activities and the living conditions of clients. The advisers and a healthcare expert took a tour of the premises of the nursing home, examined the institution's documents and talked to the staff and the clients.

Tapa Kodu operates in family houses built in 2014. There are six houses, each for 10 people (i.e. 60 clients in total), in the nursing home. People with profound multiple disabilities, who need more assistance than the other residents of the nursing home, live in houses 4 and 5.

The conditions at the nursing home are very good. Most clients have their own bedrooms that they can furnish according to their taste. Some of the bigger rooms are shared by two people. All toilets and washrooms have been adapted to people with reduced mobility. There are very few thresholds and all of them can be easily crossed with a wheelchair. The yard, where the residents of the nursing home can also grow plants, made a good impression. People praised the helpful staff and the desserts served at the nursing home. The residents love going to the swimming pool and shopping. According to the activity instructions, teamwork is going well and they can always discuss their work-related concerns with their line manager.

It deserves recognition that an electronic documentation system has been established at the nursing home, which makes information exchange easier and faster for staff. Everyday activities are documented and there is a separate register for extraordinary events. Detailed guidelines have been prepared for staff, which tell them how to conduct themselves with clients in general (e.g. if a resident becomes agitated) or what to do if a specific person starts feeling ill. Staff members can read the guidelines in the internal electronic environment of the home.

All activity instructions have not passed the mandatory training. Activity instructors must perform a variety of duties and there are not enough employees for all tasks. Thus, it is impossible to consider the individual needs of all residents of the nursing home, offer them enough developing activities or create an environment that is safe for everyone. People should be offered more diverse therapy.