

Inspection visit to Tootsi Care Home

Summary

On 25 May 2017, the advisers of the Chancellor of Justice made an unannounced visit to Tootsi Care Home. During the visit, the advisers of the Chancellor of Justice and an expert took a tour on the premises of the care home, examined the documentation of the institution and talked to the staff members and clients.

The care home has 34 places and these were all filled at the time of the visit. Clients diagnosed with dementia are also serviced. The building was renovated in 2014 and equipped with furnishings necessary for a care institution. There is a lift in the house and there are also ramps leading to the main entrance. The clients' bedrooms are located on two floors.

During the day there are usually two caregivers on duty and one caregiver in the evening and at night. In addition, an activity instructor attends to the clients during the day in order to keep them busy. There is no medical nurse in the care home, but clients are assisted by a health care professional so the nursing assistance prescribed by the family doctor is ensured. The administration of medicines is also organised under the instruction of a health care professional.

During the inspection visit it could be noticed that the staff were devoted to the clients and friendly towards them. The residents of the care home complimented on the peaceful environment and delicious food and they were also flexibly offered special menus. The clients were happy with the opportunities of spending their leisure time. The living and hygiene premises of the care home were clean and equipped with accessories (washing chairs, handlebars, a staircase-climber for clients with reduced mobility, etc.). Clients' safety is also ensured by a staff alert system installed in each bedroom.

The care service needs to be documented better. Care plans must be drawn up for the clients and they must be revised at least once every six months. Clients who have partially or fully lost their mobility must be taken outdoors more frequently, and more activity therapy and meaningful ways of spending leisure time must be offered to them. Clients who need greater assistance must be washed at least once a week. It is important to always ensure the client's privacy upon performing more intimate procedures (using the potty chair, changing diapers, etc.). Outdated medicines and the medicines of clients who have left the care home must be destroyed in accordance with the requirements.