

## **Inspection visit to Uuemõisa Home**

On 17 December 2018, the advisers to the Chancellor of Justice carried out an unannounced inspection of the activities of Uuemõisa Home of AS Hoolekandeteenused and the living conditions of its clients. The advisers and a medical expert took a tour of the premises of the nursing home, examined the institution's documents, talked to the staff and the residents of the nursing home.

71 people were living at the nursing home at the time of the inspection visit, 47 of them were receiving the 24-hour specialised care services and 24 were provided the 24-hour specialised care service meant for clients with profound multiple disability. The people were living in six family houses. There is no special building for joint and support activities. Many nursing home residents are therefore rather focused on their family houses. Some people work or participate in work-like activities at the work centre located further away. Clients also participate in the daily chores of the nursing home according to their abilities – they help clean the rooms, do the laundry and serve the food.

It is a positive that the clients of the nursing home live in small 'family houses', each of which has 11 to 12 residents. The buildings are mostly adapted to the needs of residents with reduced mobility (wide doorways, no raised thresholds inside the buildings). The living and hygiene rooms are modern, spacious and equipped with the necessary aids. Improving the professional qualifications of the nursing home staff is important to the management and they are prepared to change the organisation of work at the nursing home when necessary (works was quickly and efficiently reorganised after the arrival of a complicated client). It is good that the residents of the nursing home can grow plants and look after sheep and rabbits.

However, it is not commendable that some activity instructors have not passed the mandatory training. The nursing home should have more employees so that the residents could be given the care they need. Many people who need a lot of care and assistance live at Uuemõisa Home. Activity instructors and carers 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 or create an environment that is safe for everyone. People with reduced mobility are not given enough exercise.

People who have lost their temper may only be placed in a room that complies with all of the requirements for isolation rooms and not just in any room. The assistance of a nurse must be accessible to the extent required by law.