

Inspection visit to Vääna-Viti Home

On 23 October 2019, advisers to the Chancellor of Justice made an unannounced visit to the Vääna-Viti Home of AS Hoolekandeteenused to inspect its activities and the living conditions of its residents. The advisers together with a medical expert took a tour on the premises of the care home, examined the institution's documents, talked to the staff and the residents of the care home.

At the time of the inspection visit, the care home was used to provide 24-hour special care services to 90 persons of whom 60 were housed in family houses and 30 in the so-called manor house. Residents of Vääna-Viti Home include people with intellectual disabilities as well as people with mental disorders. Persons with increased care and assistance needs live in the second and fifth family house. The work room of the medical nurse is located in the manor house. Video surveillance is used in the shared premises (living room and dining room) of both the family houses and the manor house. Abilities permitting, the customers also participate in the daily activities of the care home, e.g. they help clean the rooms, do laundry as well as prepare and serve meals.

Many of the care home's residents are housed in family houses that have been adapted to meet the needs of people with reduced mobility (wide doors with no thresholds). Many necessary technical aids have been acquired (a patient lift, walking frames, a washing frame, etc.). The care home's staff appeared as a close and cooperative team – staff provide help and support to one another when more difficult circumstances arise. Close cooperation has been established with the psychiatrists and mental health nurses of Marienthal clinic and a dentist in Tabasalu.

Residents of Vääna-Viti Home actively participate in community life and work together with the village association. People go to the village centre, the beach and the store. The care home holds customer representation meetings in which the residents of the care home can directly participate in the organisation of their lives and are able to voice any concerns they may have. It is very positive that the care home's residents are able to grow plants and can regularly use the swimming pool and participate in group training sessions.

However, it is unsatisfactory that more than half of the activity instructors have still not participated in required training. Although the number of activity instructors meets the legal requirement, additional activity instructors are needed to ensure a more individual approach to and a safe living environment for people with increased care and assistance needs and residents with complicated mental disorders.

Rooms meant for hygiene procedures must be kept clean. The care home must make an effort to involve more residents in activities that increase their activity levels and develop their work skills, which would assist the residents in spending their days in ways most suitable for them. The care home must ensure that assistance by a medical nurse is available to the extent required by law.