

## **Inspection visit to Valga Hospital**

On 9 November 2017, the advisers of the Chancellor of Justice inspected the activities of the Welfare Department of Valga Haigla AS and the living conditions of its clients. The advisers and a medical expert took a tour around the premises of the care home, examined the institution's documents, and interviewed the staff and clients.

Valga Hospital has 90 places for general care service clients and 20 places of all-day-round special care service for clients with profound multiple disabilities. During the visit there were 85 clients in the general care service and 20 clients in the all-day-round special care service. The care home operates in a building constructed and adapted for the provision of medical and social services, which has a lift. The building can be accessed by people with mobility difficulties. Video surveillance is used in the corridors of the Welfare Department and in the isolator on the second floor.

During the inspection visit it was noticed that the staff of the care home was devoted to and well-meaning towards the clients. It is positive that the care home encourages the employees to professionally educate themselves further – the raising of qualifications and participation in continuous training was highly valued. The organisation of the provision of the services is thoroughly considered and the employees' duties and the number of staff are planned in a way that allows for attending to clients individually. The living and hygiene premises of the care home were clean and equipped with accessories (washing chairs, handlebars, functional beds, etc.). The health care expert involved in the visit commended the good availability of the health care service.

At the same time it must be critically noted that the freedom of movement of the clients is restricted without a legal basis. The work of the staff of the care home is understandably complicated, but lawful means must be found for ensuring the safety of the clients. To provide a service of quality, the care home should have more employees on duty in the evening and at night. Assistance would be more easily available if the care home had a functioning employee alert system. The requirements for handling and administering medicines must be followed more carefully. It is important to always ensure the client's privacy in performing hygiene and care procedures so that the person maintains their dignity.