

Inspection visit to Valkla Home

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

89 people lived in Valkla Home at the time of the inspection visit who had been referred to the 24-hour specialised care service in a closed institution on the basis of a court order. The service is provided in eight departments, six of which are located in block C and two in block B. The clients are divided into departments based on their diagnosis, dangerousness and ability to cope. 7-15 people live in each department. The bedrooms of the nursing home's residents are for one or two persons. Video surveillance is used in public rooms, hallways and the yard.

At present, the nursing home is giving more attention to guaranteeing security than before – most staff members carry alarm buttons and know how to act in the case of emergencies. The activities offered to autistic clients and the special training organised for staff made a good impression. Meetings of the client representation are held at the nursing home, which give the residents the opportunity to have a say in their living arrangements and talk about their concerns. The visitation procedure has been made more flexible, which makes it easier for the residents to keep in touch with their families. It is good that the residents of the nursing home are allowed to go outside the territory of Valkla Home (got to the beach and the swimming pool) when accompanied by activity instructors – this makes it easier for them to remain in touch with daily life.

The condition of the isolation room requires improvement so that it would be safe for the residents and offer a calming environment. A client who is placed in the isolation room must be able to use the toilet. Emergencies must be solved and people must be placed in the isolation room in a lawful manner. The bedrooms of clients need renovation and new furnishings. Decent living conditions must be guaranteed to the residents of the nursing home.

The fact that all activity instructors have not attended the training required by law is not commendable. The number of activity instructors meets the statutory requirement, but more of them are needed in order to ensure a more individual approach to clients with complicated psychological disorders, include them in the instructed activities and offer them a safe living environment.

The services of a nurse must be accessible to the extent required by law. The rules of handling and administering medicines must be followed.