

Inspection visit to Valkla Home of AS Hoolekandeteenused

Summary

On 9 June 2017, the advisers of the Chancellor of Justice made an unannounced visit to the Valkla Home of AS Hoolekandeteenused. During the visit, the advisers of the Chancellor of Justice and an expert took a tour of the premises of the care home, examined the documentation of the institution and talked to the staff members and clients.

The Valkla Home has 104 places for clients who have been referred to the 24/7 special care service in a closed institution on the basis of a court order. During the visit, 100 places were occupied. The service is provided in eight departments of which six are located in block C and two in block B. The clients are divided into departments based on their diagnosis, dangerousness and ability to get by. There are 10-14 clients in each department. The clients' bedrooms are single rooms and double rooms.

During the day, usually two activity instructors are on duty in most of the departments and one activity instructor in the evening and at night. The task of each senior activity instructor is to organise the work of four departments and to keep the documentation in order. The methodologist helps to implement the activity plans and carries out group activities. The activity instructor/master must provide the clients with invigorating activities and supervise work-like activities. A security guard helps to enforce security. Among other things the security guard must monitor the surveillance cameras, assist the staff in the case of dangerous situations and accompany the visitors of the Valkla Home. There is a medical nurse on duty during the day.

During the inspection visit it could be noticed that the staff of the special care home was devoted to and well-meaning towards the clients. A separate department for the clients who have a greater chance to enter a lighter special care service and the fact that the clients' activities are supported in a manner that helps them to be more independent left a good impression. It was pleasant to see how welcoming the staff were in allowing the clients to communicate with the persons closest to them. It also deserves recognition that many clients are able to move outside the territory of the Valkla Home in the company of the activity instructors – in this way they can keep in better touch with daily life.

The condition of the isolation room needs to be improved – the metal bars covering the window and the bed are not safe for the client. The isolation room is not a calming environment for the client. A client who is placed in the isolation room must be able to use the toilet. Upon isolation, the reasons for the isolation must be indicated in the documents in greater detail and the start and end times of the isolation must be recorded. All isolation incidents must be recorded in the isolation register.

The number of activity instructors meets the statutory requirement, but in order to ensure a more individual approach to and a safe living environment for the clients with complicated psychological disorders, more activity instructors are needed.

The clients' bedrooms need repairing and the minimalist furnishings of the rooms need improving. The clients must be able to use clean hygiene rooms in private.

The need for the administration of prescription medicine must also be decided by a health care professional who has completed the required training and it must be documented in a manner that it would be possible to actually and retroactively check the activities of a health care professional who does not have the qualifications of a doctor. Account must be kept of medicines administered, so to day, where necessary, so it is clear which client treatment scheme was relied on upon administering the medicine, and who decided it and for what reasons. Medicines must be handled in accordance with requirements. The medical nurse service must be available to the required extent.