

## **Inspection visit to Viljandi Hospital Foundation**

On 11 June 2013 at 5 a.m. and on 30 June 2013 at 3–4 a.m. advisers to the Chancellor of Justice paid an unannounced inspection visit to the social welfare department of the Nursing Care Centre of the Viljandi Hospital Foundation to inspect the provision of 24-hour special care services.

As a result of the inspection visit the Chancellor of Justice makes the following suggestions to the Viljandi Hospital Foundation to guarantee the fundamental rights and freedoms of persons:

- to isolate persons in the social welfare department only in the isolation room;
- to guarantee that persons are isolated in the social welfare department only if all the terms and conditions of isolation are met;
- to analyse which legal measures can be quickly applied at night time to ensure the safety of a client becoming dangerous and the safety of other clients and to take measures in the future to ensure the safety which, keeping in mind the threat, violate the rights of clients to the smallest extent;
- to explain to employees the cases when the restriction of fundamental right to liberty is permitted;
- to guarantee the availability of sufficient supervision over the clients of the social welfare department at the night time and their safety and possibility to get assistance.

In addition, the Chancellor of Justice makes the following recommendations to the Viljandi Hospital Foundation:

- to guarantee that the employees of the social welfare department who apply isolation and supervising authorities from outside the institution have access to the isolation register at all times;
- to add the following data fields to the isolation register: the time of the beginning and end of isolation, the description of the situation prior to isolation, the reasons for isolation, details of injuries sustained, data about whether the ambulance service or police were informed and the time they were informed, information about whether the purpose and reason for isolation were explained to the person who was isolated.