

Inspection visit to Viljandi Hospital Welfare Centre

On 15–16 April 2021, the advisers of the Chancellor of Justice inspected the special care department of AS Viljandi Hospital Hoolekandekeskus (Viljandi Hospital Welfare Centre) without prior notice. Together with a medical expert, the advisers of the Chancellor of Justice took a tour of the welfare centre's premises, examined the institution's documents and talked to the staff and residents of the centre.

People referred to the welfare centre on the basis of a court order are provided with a 24-hour special care service in the building at Pargi tee 22a (building C, 30 service places). The round-the-clock special care service for people with severe, profound or permanent mental disorders being in unstable remission is provided at Saariku tee 8 (building A, 30 places), Saariku tee 10 (building B, 30 places) and Pärna tee 3 (on the 7th floor of the B wing of the main building of the hospital, 20 places).

The new buildings built with the help of special care infrastructure reorganisation project funds left a good impression. The rooms in these buildings are spacious and bright, and the residents of the care centre really liked their new living environment. The staff's attitude towards the residents of the care home was professional and kind. Psychiatric care is easily available because the centre is close to a psychiatric clinic. It is also positive that due to the restrictions imposed to prevent the spread of the coronavirus, the centre offers people the opportunity to communicate with their loved ones via video call.

However, one cannot accept situations where the freedom of movement of people with mental disorders being in unstable remission is restricted without a legal ground. Isolation cases are not properly documented and the isolation register has not been filled in. To ensure the security of the isolated, one must make certain that the isolation room is safe for people and, if the room's equipment has been broken, it should be repaired.

Not all of the activity instructors have participated in training prescribed by law. To provide high-quality services, the centre needs more staff (especially in buildings A and B) because the centre accommodates a large number of people who require increased attention or whose health condition can quickly deteriorate as well as people who require a special and individual approach. Opportunities for work or work-like activities must be created for people referred to the centre on the basis of a court order.

The Chancellor of Justice recommends that the welfare centre more diligently follow the health protection requirements and improve the living conditions of the special care department located in the hospital's main building. Action plans must be properly drawn up and reviewed in a timely manner. There are problems with the administration and handling of medicinal products. The centre must ensure that assistance by a medical nurse is available to the extent prescribed by law.