

Inspection visit to a care home of non-profit association Paju Pansionaadid

On 12 November 2020, the advisers of the Chancellor of Justice inspected the activities of the entity of non-profit association Paju Pansionaadid in providing general care and round-the-clock special care. Together with a medical expert, the advisers to the Chancellor of Justice inspected the care home's premises, examined the institution's documents and talked to the staff and residents.

Welfare services are provided in five accommodation facilities and also in a day centre. The care home has 36 places for recipients of general care services and 56 places for round-the-clock special care services.

The care home has a day centre where care home residents can participate in instructed activities, play boardgames and exercise. The rooms of the care home are clean and adapted to the needs of people with reduced mobility: the floors are levelled, there are handrails in the corridors to keep the balance, the two-storey building has an elevator. There is a large maintained yard area around the care home, where people can spend time in fine weather. Nurses are available for consultations in case of any health issues and the nurses also help with drawing up care plans for the residents receiving general care services.

According to the residents, the staff are helpful and friendly. People are happy with the nursing home's sauna and the day centre's facilities. Food was considered delicious. Wards who are in a single room alone appreciate it highly.

Special round-the-clock care services must be provided in rooms that are separated from the rooms of other round-the-clock care services. The common area and the TV viewing area should be located in the building in such a way that the sounds coming from them do not disturb people in the bedrooms. The residents of the care home should have a larger variety of meaningful leisure activities made available to them and people with reduced mobility should receive more support for spending time outdoors.

The privacy of the residents of the care home should be ensured better. The bedrooms of people receiving special care services need to be made cosier. The consent of the person's legal representative does not give the right to restrict the freedom of movement of the person receiving general care services.

The care home should consider employing more staff to ensure that all residents of the care home are able to receive timely assistance as well as individual guidance. To make it possible to call for assistance, a call system should be installed in the houses. Extraordinary incidents should be analysed by the team and action plans should be agreed upon regarding their possible recurrence.

Care and action plans must describe the specific activities and the timetable for their implementation, which are intended to improve the person's condition or develop their skills. Residents of the care home take medicinal products voluntarily.