

Inspection visit to the Care Home of the Rural Municipality of Kihelkonna

The advisers of the Chancellor of Justice made an unannounced inspection visit to the Care Home of the Rural Municipality of Kihelkonna on 10 October 2016. A health expert was involved in the visit.

The general care service is provided in a 24-bed one-storey oven-heated wooden building. During the inspection visit, 24 clients were being provided with the service (8 women, 16 men) and the number of the members of the staff that had contacts with the clients and were at work at the time was five (2 caretakers, the laundry specialist/janitor, the manager and the chef). A medical nurse visits the care home twice a week and, if necessary, more frequently. The service is rendered mainly to the elderly who are suffering from more severe health problems and are unable to live on their own. People diagnosed with dementia are also accepted. During the visit, 2 demented clients were present at the Care Home. One caretaker has undergone special training for working with demented clients. In accordance with the explanations of the manager, the remaining caretakers hold a caretaker certificate of category III of the professional standard (some are in the process of obtaining the certificate) and the curriculum of the certificate also includes the field of dementia.

During the inspection visit it could be noticed that the staff were devoted to the clients and cared about them. The clients of the care home were appreciative of the staff's attentiveness and delicious food. There is a yardhouse in the yard of the care home where various get-togethers can be conveniently organised during the warm season. The care home will soon undergo major repairs and construction work, which should improve the living conditions and add new client places.

In the interests of the life and health of the clients and treatment that respects human dignity, an increase of the number of staff at work at night and the introduction of a staff alert system must be considered. The requirements of the law in force must be followed upon accommodating clients and furnishing rooms. Clients should not have the need to share cupboards meant for keeping personal items. Upon planned repairs and improvement of the living conditions, the health protection requirements established for adult social welfare institutions must be kept in mind.

More accomplishable activities that are also educative and interesting must be offered to clients who need greater assistance. If necessary, greater assistance must be provided to clients with a mobility disability in joint events and for participating in hobby groups and they must be allowed to stay outdoors equally as other clients.

It is always important to ensure the client's privacy in more intimate procedures (using the lavatory seat, changing diapers) and clean auxiliary equipment (e.g. the lavatory seat) before the next client uses it.

The expert involved in the inspection visit added that even though in the care home the quality of general care is satisfactory and individual care diaries are filled in regularly, it can be noticed that the clients are medically neglected. Regular assessment of the state of health, including routine review and adjustment of the treatment schemes and harmonisation of the institution's medicines policy should be priorities number one. It is also unacceptable that medicinal products are kept in a public room that is not locked and that they are administered without supervision.