

Inspection visit to the Karksi Home

On 30 September 2020, the advisers of the Chancellor of Justice carried out an unannounced inspection visit of the activities of the Karksi Home owned by AS Lõuna-Eesti Hooldekeskus and of the living conditions of the people residing there. 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.

During the visit, 85 people were living in the care home and 55 of them received the all-day-round special care service and 30 received the general care service. The people are accommodated in twin-bedded rooms located in two wings of the care home. The basement of the care home is used for hobby activities, while the hall located on the first floor is used for larger events.

It is positive that the building of the care home meets the needs of the residents with impaired mobility (adjustments in the toilets, interior doors without sills). The living rooms and hygiene rooms are in a good condition and equipped with auxiliary equipment and aids. The management of the care home considers raising the employees' qualifications important. Hobby activities are well-organised and the residents regularly go for outdoor walks – this is supported by the pleasantly designed yard area. It is good that the building has employee alert equipment.

However, the care home should have more employees in order to take proper care of the residents. The activity instructors and caregivers must perform various work tasks and there are not enough employees to perform all of the tasks. In such a situation it is not possible to take into account the individual needs of all of the residents of the care home and involve them more extensively in instructed activities. Not enough physical exercise is done with people whose mobility is impaired.

For security purposes it is permitted to place an agitated person only in a room that meets all of the requirements applicable to isolation rooms; a room designated for another purpose is not acceptable for isolating a person. The assistance of a medical nurse must be available to the extent prescribed by law.