

Inspection visit to the Kose Home

On 2 November 2017, the advisers of the Chancellor of Justice made an unannounced visit of inspection to Lõuna-Eesti Hooldekeskuse AS in order to inspect the activities of the Kose Home and the living conditions of its clients. The advisers and a medical expert took a tour around the premises of the care home, examined the institution's documents, and interviewed the staff and clients.

The care home has 68 seats and there were 62 clients during the visit. The service is rendered mainly to people with an enhanced need for care. There are demented and psychically disturbed people with behavioural problems in the care home who are on a waiting list for the all-day-round special care service.

A positive aspect is that the care home documents extraordinary incidents (a description of the problematic behaviour demonstrated by a client) and falls, which allows issues to be noticed and prevents the wrong practice. The living and hygiene premises of the care home were clean and equipped with accessories (washing chairs, handlebars, etc.).

At the same time it must be critically noted that the freedom of movement of the clients of the general care home is restricted without a legal basis. The work of the staff of the care home is, of course, complicated, but to ensure the safety of the clients, lawful means must be found and unlawful locks on the doors of the bedrooms must not be used.

To provide a service of quality, the care home should have more employees because there are many bed-bound clients with high care needs and demented people with complicated behaviour in the care home. The building does not have a functioning staff alert system.

Upon preparing and revising a care plan, the need for the health care service must be assessed and the care plans must be revised at least once per six months. The requirements for handling medicines must be followed more carefully.

More meaningful ways of spending leisure time must be offered to clients, exercises must be organised for bed-bound people and everyone should be able to stay outdoors. It is important to always ensure the client's privacy in performing hygiene and care procedures so that the person maintains their dignity. Clients must be washed at least once a week.

Objects belonging to clients must not be taken away from them. While sitting, clients may be supported only using a designated fastening belt; the auxiliary equipment used must correspond to the person's special needs.