

## **Inspection visit to the Sömerpalu Care Home**

On 18 March 2016, the advisors of the Chancellor of Justice made an unannounced visit to the Sömerpalu Care Home (hereinafter the Care Home).

The Care Home has 49 places and at the time of the inspection 46 clients were being provided with the service, approximately half of them having dementia. During the day, two caregivers are usually on duty simultaneously and at night one caregiver is on duty. In addition, the Care Home is twice a week visited by a medical nurse.

During the visit, the advisers of the Chancellor of Justice and an expert took a tour on the premises where the general care service was provided, examined the documentation of the institution and talked to the staff members who were on duty and had a longer conversation with 13 clients. The interviews with the clients did not refer to any serious issues. Several clients commended the staff's friendly attitude.

The Care Home positively stood out owing to the fact that it used a staff alert system and was visited twice a week by a medical nurse.

As a result of the inspection, the Chancellor of Justice made the following suggestions and recommendations:

- to find ways of ensuring that a sufficient number of caregivers is on duty at all times in order to provide a service that meets the clients' needs;
- the updating of the treatment plan was not indicated on several treatment sheets and in some instances it was unclear who set the treatment plan. The care cards did not indicate the everyday care operations, the need for the health care service, the purpose of provision of the key service, the activities aimed at attaining the purpose, the frequency of the activities or the assessment of the service provider regarding the implementation of the activities. The documentation should be brought into compliance with the established requirements;
- to ensure that the clients of the general care service are administered only the medicines prescribed by their doctor;
- to ensure that accounts are kept of the medicinal products administered when necessary so that the treatment plan of the client that served as the basis for the administration of the medicinal products, the reason for the administration and the person who decided the administration would be identifiable;
- to ensure that the need for the administration of a medicinal product is decided by a health care professional who has completed the required training and that the administration is documented in such a manner that an effective and real possibility to subsequently check the actions of the health care professional who does not have the competency of a doctor.

The expert who participated in the visit made the following recommendations:

- to pay more attention to healthy food and, where possible, use individual menus even more;
- to document clients' health problems and their solutions more accurately so it is easier to assess the need for health care and the compliance therewith;
- to write on the packages of medicinal products to whom they are meant and only administer the medicinal products designated for the particular client;

- the caregivers themselves cannot decide whether to administer or not administer prescribed medicinal products. Only a medicinal product designated for a client may be administered to the client. For instance, upon administration of preparations against pain, the reasons of giving the medicinal product to the client as well as the size of the dose is should be indicated accurately.