

## **Inspection visit to the South-Estonian Special Care Services Centre**

On 4 June 2020, advisers to the Chancellor of Justice carried out a visit to inspect the activities of non-profit association South-Estonian Special Care Services Centre and the living conditions of its customers. Together with a medical expert, the advisers to the Chancellor of Justice took a tour of the care home's premises, examined the institution's documents and talked to the staff and residents of the care home.

At the time of the inspection visit, the special care services centre had 86 residents (47 persons received 24-hour special care services and 39 persons received services meant for people with a severe, profound or permanent mental disorder with an unstable remission). Pursuant to data available from the register of economic activities, as of 4 June 2020, non-profit association South-Estonian Special Care Services Centre held an activity license for the provision of 24-hour special care services to a total of 82 people in its Meegomäe main building (39 available places for people with a mental disorder with an unstable remission and 43 available places for the provision of 24-hour special care services).

The 24-hour special care service is provided in the main building, which is located in the close vicinity of the South-Estonian Hospital, and in family houses located at Kraavi 2A and Kraavi 2B. During the inspection visit, the advisers to the Chancellor of Justice also visited the two family houses, which were opened in May 2020 and are used to provide 24-hour special care services to 43 people. The family houses were taken into use right before the inspection visit (on 2 June), which is why the activities of these units are not further considered in the summary of the inspection visit. The living conditions in the family houses are good and the room planning is well thought out. A positive impression was left by the fact that the buildings are also easily accessible for people with reduced mobility. Nurses provide nursing care services in all of the units of the care home. Since the main building is located near a hospital, special medical care is easily accessible for the care home's residents. Abilities permitting, the customers also participate in the daily activities of the care home. For example, they help clean the rooms and serve the food.

The care home has developed a new digital solution to better document any care procedures and daily activities. The staff's attitude towards the residents of the care home was professional and kind. The way in which residents were housed in the departments was well thought out: elderly people in need of a calmer environment were living in a separate wing of the building. Good conditions have been created for people who want to enjoy a pleasant time outdoors. The care home has two well-maintained yard areas, which are suitable for leisure activities and have swings, lawn furniture and equipment for exercising outdoors. Attention has also been paid to making meaningful activities available to the residents of the care home (hobby groups, work-like activities).

However, dissatisfaction must be expressed with respect to the fact that some of the activity instructors have not participated in legally required training. To provide high-quality services, the care home needs more staff because the care home houses a large number of people who require increased attention or whose current health situation can quickly deteriorate as well as people who require special and individual approaches.

The care home should more accurately document instances of placing someone in the isolation room. This allows to verify, when necessary, whether the use of the measure was justified. Where a person receives 24-hour special care services on a basis other than a court order, the

freedom of movement of such a person can only be restricted for a short period of time by placing the person in an isolation room that meets necessary requirements.

The Chancellor of Justice recommends that the care home should improve compliance with health protection requirements. Multiple bedrooms were overcrowded. The handling of medication is problematic. The care home must ensure that assistance by a medical nurse is available to the extent required by law.