

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

On 27 January 2016, the advisors of the Chancellor of Justice made an unannounced visit to the Tartu Care Home (hereinafter the Care Home).

The Care Home has a total of 177 places of which 164 were filled as of the day of the visit and 159 clients were on site (some were in the hospital or visiting their relatives). The clients of the Care Home are elderly people suffering from chronic diseases.

During the visit, the advisors of the Chancellor of Justice and an expert took a tour on the premises of the Care Home, examined the documentation of the institution and talked to the staff members who were on duty and to 15 clients of the Care Home.

The visit left the advisors of the Chancellor of Justice a very good impression of the institution and no significant problems were detected in the Care Home.

The health care expert involved in the visit made the following findings and recommendations:

- considering the profile of the current clients, the number of caregivers is sufficient, but it may change when the clients' need for assistance increases;
- to pay more attention to healthy food: by adding fruits and vegetables to the menu and using more individual menus (e.g. less calories for overweight people, less salt for people with a heart condition, etc.);
- consider using lockable medicines cupboards in order to prevent third party access to medicinal products;
- the clients' health issues and their solutions should be more accurately documented so it would be possible to assess the need for health care assistance and the compliance thereof;
- all treatment plans must be dated and bear the name or signature of the doctor. If a treatment plan is changed, the change must be correct and unambiguous. Treatment plans must be on paper and truly in line with one another.