

Inspection visit to the care home of AS Hoolekandeteenused Erastvere Kodu

On 29 and 30 June 2015, advisers to the Chancellor of Justice inspected the care home of AS Hoolekandeteenused Erastvere Kodu, where 24-hour special care services are provided. The inspection completed on 29 June was undertaken in the evening (from 19.00 to 21.00), whereas the inspection on 30 June was undertaken during the day. The care home at Erastvere was not notified in advance about the visits. A representative of the Agency of Medicines and a family physician, in the capacity of an expert, were involved in the inspection visit. The Chancellor of Justice had last inspected the care home at Erastvere on 1 October 2014.

At the time of the inspection visits, the care home at Erastvere was licensed to provide state budget-funded 24-hour special care services for 145 adults. At the time of the inspection visits, 144 adults were receiving services. At the care home at Erastvere, 24-hour special care services are provided in four wards located on both levels of a two-storey stone building. The layout of the building features nooks and crannies as well as numerous doors, with most of the doors fitted with so-called wing nut handles and readily opened as a result. During the inspection visits, all the wards had 2 activities supervisors on duty by day and 1 activities supervisor on duty by night.

During the inspection visits, the advisers to the Chancellor of Justice inspected the wards at the care home at Erastvere and interviewed clients, activities supervisors and nurses. Moreover, during and after the visits the advisers to the Chancellor of Justice examined client files and documents governing the operations of the establishment, including the work roster and job description of the activities supervisors, the menu and daily schedule for the wards, and the conclusions from development interviews with the staff of the care home at Erastvere.

As a result of the inspection visit, the Chancellor of Justice issued the following recommendations to AS Hoolekandeteenused:

1. ensure at the care home at Erastvere the number of activities supervisors required for the due provision of 24-hour special care services;
2. ensure that the administration of a 'need to' medicine, as it were, is decided by a medical professional who has undergone the required training;
3. take steps to ensure the protection of the private lives and human dignity of clients;
4. ensure the availability of the nursing services to the extent which takes into account the specific nature of the establishment and, at a minimum, conforms to the requirements prescribed by law, and in such a way that nurses are given the opportunity to personally assess the condition of a client;
5. consider and, where applicable, act on the recommendations of the healthcare expert to improve the quality of the nursing services.