

## **Inspection visit to the care home of AS Hoolekandeteenused Kodijärve Kodu**

On 1 and 2 July 2015, advisers to the Chancellor of Justice inspected the care home of AS Hoolekandeteenused Kodijärve Kodu, where 24-hour special care services are provided. Both visits were conducted during the day. The visit on 1 July was unannounced; the advisers to the Chancellor of Justice provided one day's advance notice about the visit on 2 July. A family physician, in the capacity of an expert, was involved in the inspection visit. The Chancellor of Justice had last inspected the care home at Kodijärve on 10 June 2013.

At the time of the inspection visit, the care home at Kodijärve was licensed to provide 24-hour special care services for 58 adults. At the time of the inspection visit, 56 adults were receiving services. The care home at Kodijärve provides 24-hour special care services in so-called family cottage-type buildings. According to the staff at the care home at Kodijärve, the clients had been allocated to the family cottages based on their diagnoses and mutual compatibility.

At the time of the visits on 1 and 2 July 2015, there was one activities supervisor on duty at each cottage.

During the inspection visit, the advisers to the Chancellor of Justice visited five family cottages and the manor house, used for conducting recreational activities, and interviewed activities supervisors, clients and the head of the establishment. In addition, the advisers to the Chancellor of Justice examined client files and entries in the electronic information log of activities supervisors (in the schedule of activities supervisors).

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

1. in relation to safety:
  - limit clients' access to objects or substances that threaten their health or lives when an activities supervisor is not present;
  - at night, provide the presence of a sufficient number of activities supervisors to ensure the safety of all clients;
  - identify a suitable solution for having a better overview of patients' locations during the day and in the evening in order to ensure the safety of each client.
2. in relation to medicines:
  - ensure that the dispensing of medicines administered on a 'need to' basis is decided by a medical professional who has undergone the required training;
  - ensure that the dispensing of over-the-counter medicines is always documented in a manner that provides an accurate overview of what medicine has been dispensed to a client, when and in what quantity;
3. 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;
4. in no event breach clients' right to the confidentiality of messages.