

Inspection visit to the care home of AS Hoolekandeteenused Sinimäe Kodu

On 17 August 2015, advisers to the Chancellor of Justice inspected AS Hoolekandeteenused Sinimäe Kodu. The unannounced visit was conducted during the day. A healthcare expert was involved in the inspection visit. The Chancellor of Justice had not inspected the care home at Sinimäe previously.

At the time of the inspection visit, the care home at Sinimäe was licensed to provide 24-hour special care services for 50 people and services for 10 persons with multiple severe disabilities. At the time of the inspection visit, the care home at Sinimäe housed 59 clients receiving services, 9 of whom were clients with multiple severe disabilities. The care home at Sinimäe provides 24-hour special care services in six so-called family cottage-type buildings. According to the staff at the care home at Sinimäe, the clients had been allocated to the family cottages based on their diagnoses and mutual compatibility. Each cottage could accommodate ten clients.

During the inspection visit, the advisers to the Chancellor of Justice visited all the family cottages, interviewed the head and the senior activities supervisor at the care home. Furthermore, the advisers to the Chancellor of Justice reviewed the activities plans for clients with multiple severe disabilities and interviewed clients receiving 24-hour special care services.

The inspection visit revealed the following deficiencies:

- the number of activities supervisors may not ensure a sufficiently safe living environment for the clients;
- the dispensing of medicines administered on a 'need to' basis is decided by a nurse over the telephone;
- the availability of nursing services is not provided sufficiently;
- native Estonian-speaking clients may not be provided with the option of being able to communicate with activities supervisors in Estonian.