

Inspection visit to the care home unit of the Narva Social Work Centre

On 8 November 2016, the advisers of the Chancellor of Justice made an unannounced inspection visit to the care home unit of the Narva Social Work Centre. A health expert was involved in the visit.

The care home has a total 132 places of which 126 were filled during the visit. The general care service is provided in a two-storey building that has two lifts and is adjusted for such purpose. Clients' bedrooms are twin-bedded and have a separate hygiene corner (one hygiene room for every two bedrooms). The bedrooms are located in four sectors of which in one services are rendered to clients diagnosed with dementia (sector C, 40 beds). There is video surveillance on the common premises (corridors, leisure room and dining room) and outdoors.

During the day (from 8 a.m. to 8 p.m.), usually two caretakers are at work in each sector (sometimes also three). In the evening and at night (from 8 p.m. to 8 a.m.), there are usually two caretakers (sometimes also one) at work in three sectors of the care home and one caretaker in sector B, which is smaller. On working days from 8 a.m. to 5 p.m. two specialists help to organise the availability of first contact care and assist clients in taking medicines, and also a hobby activity instructor and a social worker are active.

During the visit, the advisers 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 clients.

During the inspection visit it could be noticed that the staff was devoted to the clients and friendly towards them. The clients were pleased with delicious meals and good living conditions. The living and hygiene premises of the care home were clean and modern and equipped with auxiliary equipment (washing chairs, handlebars, etc.) and various care equipment required for providing a high-quality care service (among other things, a sling hoist for clients). There is staff alert system in each bedroom for the purpose of ensuring client security. It is positive that great attention is also paid to communicating with clients' relatives and clients are involved in improving service quality (e.g. satisfaction surveys and annual general meetings).

During the visit it became evident that the freedom to move of the clients of the general care home is restricted without a legal ground. The complexity of the work of the staff of the care home is completely understandable, but lawful means must be found for ensuring the safety of demented people.

It must be ensured that the clients are administered only the medicines prescribed by their doctor. It must be ensured that accounts are kept of the medicinal products administered when necessary so that the treatment plan of the client that served as the basis for the administration of the medicinal products, the reason for the administration and the person who decided the administration would be identifiable.

It is also necessary to ensure that the need for the administration of a medicinal product is decided by a health care professional who has completed the required training and that the administration is documented in such a manner that an effective and real possibility to subsequently check the actions of the health care professional who does not have the competency of a doctor. The care plan must be revised at least once per six months and the need for the health care service must be assessed in drawing up and revising the care plan.

Clients who have partially or fully lost their ability to move must be allowed to stay in fresh air more. Offering clients activity therapy and meaningful ways of spending leisure time must be attended to. Even demented clients must be given the opportunity to stay outdoors and pursue accomplishable activities.

It is important to always ensure the client's privacy upon performing more intimate procedures (using the lavatory seat, changing diapers, etc.). A client may be supported in the sitting position only using a specially designated fastening belt. Improvised ties must be removed from use immediately.