

Inspection visit to the general care service ward of Kallavere Hospital

On 5 June 2018, the advisers of the Chancellor of Justice inspected the activities of the general care ward of Kallavere Hospital and the living conditions of its clients. A family doctor participated in the inspection as a health care expert. The advisers and a medical expert took a tour around the premises of the general care ward, examined the institution's documents, and interviewed the staff and the clients.

The general care service ward is located on the first and second floors of the outpatient clinic section of Kallavere Hospital. The building has a lift. The clients of the ward live in bedrooms designated for one to four people. There are 43 places in the ward. During the inspection visit, the first floor accommodated 22 people and the second floor 20 people. On both floors there are two caregivers at work throughout the day (from 9:00 a.m. to 9:00 a.m.) as well as an assistant caregiver during daytime (from 7:00 a.m. to 5:00 p.m.). There is a medical nurse on both floors on working days (from 8:00 a.m. to 8.00 p.m.) as well as at the weekend (from 8:00 a.m. to 5:00 p.m.). The general doctor of Kallavere Hospital makes visits in the general care service ward every Monday and Wednesday.

According to the clients, the caregivers and medical staff of the ward are helpful and attentive. It is good that medical staff is available in the ward every day. The clients' health data and the administration of medicinal products are carefully documented. The exchange of information between the staff is well-organised.

Regrettably, the clients' privacy during care and hygiene procedures is not always ensured in the ward. Clients placed in general care should be provided with more meaningful ways of spending their leisure time, taken outside more often and exercises should be carried out with bedbound people. The clients must be able to use a device that allows them to call for help. The ward must certainly comply with the fire safety rules. The rooms of the ward and the clients' bedrooms are clean, but not very cosy.