

Inspection visit to the nursing home unit of Vändra Health Centre

On 29 March 2019, the advisers to the Chancellor of Justice carried out an unannounced inspection of the activities of Vändra Health Centre and the living conditions of the residents of the nursing home. During the visit, the advisers to the Chancellor of Justice and an expert took a tour of the premises of the nursing home, examined the documentation of the institution and talked to the staff members and clients.

Vändra Health Centre has 55 places for people receiving the general care service; one of the places was vacant at the time of the inspection visit. The nursing home is located in a two-storey building with a lift built in 2009 specifically for the provision of social and health services. Access to the building is good, it has been adapted to the needs of people with reduced mobility and equipped with fixtures necessary for a welfare institution.

The bedrooms of the nursing home are for two to four people. At the time of the inspection visit, 39 people lived on the ground floor and 15 on the first floor. Clients needing more assistance and care are on the first floor, as the nurse's station is located there. Independent inpatient nursing care is also provided on the first floor of Vändra Health Centre (15 places) and the carers also have to look after these people (i.e. there are 30 beds in total on the first floor). A system for calling staff members exists partly in the building. No video surveillance has been installed.

There are usually two carers on duty on both floors of the nursing home during the day (6:00 to 18:00) and one on each floor in the evenings and at nights. There is a nurse in the building at all times, who monitors and documents the condition of patients needing nursing care and residents requiring general care and distributes medicines. The home has no activity, exercise or hobby instructor.

According to clients, the nursing home staff are helpful and attentive. It is positive that a nurse is present at the nursing home at all times. The living and hygiene premises of the nursing home are clean and modern and equipped with the necessary aids (washing chairs, washing frame, grab bars, etc.). The special needs of clients are considered in food service (e.g. special menu for diabetics and lactose intolerance clients, puréed food if necessary). Attention is given to employee training – carers are trained on the premises.

The Chancellor of Justice asks the nursing home to give more attention to guaranteeing privacy and to consider the fact that clients need a lot of assistance when planning the number and duties of staff members. The residents of the nursing home must be offered more meaningful ways to spend their time, physical exercise should be provided to residents with reduced mobility and they should be taken outside for fresh air. Clients who need a lot of assistance must be washed at least once a week. Compliance with the requirements for handling medicines should be given more attention. Help would be easier to access if the nursing home had a system for calling employees in all bedrooms of the home.