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НАРОДЕН ПРАВОБРАНИТЕЛ

Republika e Maqedonisë  
AVOKATI I POPULLIT

**O M B U D S M A N**  
Republic of Macedonia

The Ombudsman as National Preventive Mechanism (NPM) on **24.09.2014** carried out **regular unannounced visit** to the Public facility for old persons “Syu Rayder” in Bitola. This visit was carried out in cooperation with the Association of Social Workers of the City of Skopje and the Association of Nurses, Midwives and Technicians of the Republic of Macedonia.

At the beginning of the visit the NPM team met with the experts of this facility, then inspected the accommodation capacities and met with most of the users accommodated here. At the end of the visit the team met with the Director whom they informed about their primary findings and conclusions with a notice that a separate report shall be prepared and submitted.

The Public facility for old persons “Syu Rayder” is constructed in May 2014 in accordance with the European standards for housing of old persons. This facility has on its disposal two blocks; one is for immobile persons, while as the second one is for old mobile persons. Depending on the health condition of the users, their needs and material possibility, the facility has different prices for accommodation, however the given services are with the same quality for everyone.

During the visit the NPM interviewed several users who confirmed having good living conditions. In general they are satisfied with the food they receive. Most of them say the food is good and diverse, while as the religious diary is respected. Hence, no special diary is secured for those with diabetes and other illnesses. The mobile users said that their freedom of movement inside and outside the facility is secured, they can freely walk.

The Public facility for old persons “Syu Rayder” in Bitola has a contract with a doctor-internist and one neurologist who at least once a week come to the Facility with aim to timely and regularly offer health care to the users. Most of the users have a family doctor and did not complain about the received health care. They said that the doctor comes every Wednesday, enters in every room, examines them and asks them about the medical problems. When the users need a dentist, they are taken to one who is outside the Facility.

The National Preventive Mechanism prepared a separate report where the situations were duly noted and gave appropriate recommendations to the Facility and the responsible Ministry of Labor and Social Policy.