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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 **23.09.2014** carried out **regular visit** to the Public Facility for Elderly Persons « Kiro Krsteski-Platnik » in Prilep. 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. Having into consideration the fact that this facility is of open type and the persons here are voluntarily accommodated, the focus of the visit was on the material conditions, adequate health care and social protection as pre-conditions for human and dignified conduct towards old persons. The NPM team conducted this visit in accordance with the Ethical Codex of treatment towards elderly persons, which states that old persons should be treated as humans, with respect to their rights, without discrimination, with access to appropriate healthy food, clean water, accommodation, clothes and health care. This Codex stresses the usage of institutional and non-institutional care. Also, these persons should be protected of any kind of physical or psychological violence, they should know the truth if they are capable of reasoning and they should be able to express their feelings in an appropriate manner.

The National Preventive Mechanism did not receive complaints for torture or other kind of cruel, inhuman or degrading treatment. Still, some of the users, in particular the immobile ones complained that the conduct towards them is incorrect, there is a group bathing, and the hygiene is on an unsatisfactory level. The heating was also pointed as a problem and the bad cleaning of the rooms in the basement. Although the users accommodated in this part of the building are paying a smaller amount of fee, still they should not be discriminated due to their social status and placed in conditions where their human dignity is endangered. The same premises should be painted, properly maintained, with adequate linen and blankets.

The insufficient hygiene and the care towards users is conditioned with the small number of personnel on disposal to this facility, in particular the number of caregivers that should be 20 as per the standards. There should also be in place male caregivers who would care about the male users. Although this facility has a doctor concessionaire who is a family doctor of the users, the management of this facility should ask him to strengthen his monitoring and medical care over the immobile persons and to introduce homecare in the facility, especially having in mind the age and the limitations of these persons.

On a request of the Ministry of Internal Affairs and the Centre for Social Care, and as a result of the lack of other non-institutional forms of protection of the vulnerable categories of persons, aside of elderly persons, this facility can accommodate other socially vulnerable categories of temporary type (victims of family violence, homeless persons, street children etc).