



# *Villa Chiara*

## Residenza Sanitaria Assistenziale

### SERVICE CHARTER

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## WELCOME TO THE GUEST

**Dear Guest,**

*Thank you for choosing **Villa Chiara**,*

*and we hope that your stay will be as peaceful and comfortable as possible. On our part, there will be commitment and willingness to ensure that this goal is achieved.*

*We therefore invite you to familiarize yourself with some useful information for your stay through this **SERVICE CHARTER** of the **Villa Chiara s.r.l. Nursing Home**. It will be a valid tool for the protection of your rights, understanding how you too can support the work of all operating staff by improving the efficiency and effectiveness of the interventions implemented.*

*It is a document that **will allow you** to get to know our facility better as it illustrates the various aspects of our community with the services offered and the objectives we pursue to respond appropriately to the needs and expectations of hospitalized guests.*

**This Service Charter is periodically updated with proposals, amendments and additions. We welcome suggestions from all users.**

*To this end, we invite you to fill in, anonymously, the questionnaire on the "Degree of User Satisfaction" that will be periodically delivered to you by the Acceptance staff and which can also be found attached to this document.*

*In this way, you will be able to express your opinion and submit your comments on the services offered. Each of your indications will be taken into consideration in order to better respond to your expectations and needs, in the most complete way possible.*

*If you need to report any malfunctions or complaints, you can contact the Complaints Manager within our R.S.A. For any other need or information, you can contact the Public Relations Office (URP), the Social Service. The Social Worker is in charge of these offices. His studio is located inside our R.S.A. on the ground floor.*

**In wishing you a pleasant stay, we cordially greet you.**

**Villa Chiara S.r.l.**

**RSA Villa Chiara s.r.l., through this Service Charter**, intends to give correct and clear information

## SECTION ONE

### Presentation of the Structure

on the social and health services offered and guaranteed to Guests and family members in line with the principle of transparency that we are committed to promoting.

In particular, this will help to provide you:

- ▷ useful information regarding the **services** provided by Villa Chiara s.r.l.;
- ▷ the ways in which the protection of the guest is ensured ;
- ▷ the procedures for **verifying** the commitments undertaken by Villa Chiara;
- ▷ **objectives** and **goals** that Villa Chiara s.r.l., through your **participation** and **collaboration**, intends to achieve, **with a view to the progressive evolution of the services provided, thanks also to the help of suggestions and advice from the individual guest and/or reference person.**

**The Service Charter must therefore be understood in a dynamic, constructive way, and aims to offer support to users. It is updated annually.**

## 1. Introduction

Well aware of the needs of guests and their families, **among the declared objectives that Villa Chiara intends to pursue** in offering its services, there are:

- ▷ the promotion of a better quality of life through the continuous enhancement of the person's residual capacities;
- ▷ the recognition of personal rights, the right to autonomy and respect for one's own choices, to family and social relationships.

Our R.S.A. wants to be of **support** to Guests, their families, friends and reference persons.

## 2. Description of the structure and means of connection

**Villa Chiara s.r.l.** it was built in 1957 and is located in Rome, *in Via di Torrevecchia n° 578*; close to Monte Mario, in **the XIV District belonging to the ASL ROMA 1**.

The Torrevecchia district is located in an urban area that is easily accessible as it is served by public transport.

The property can be reached by the following means:

- ▷ Metro: Line A, Battistini stop;
- ▷ Bus: from Battistini - Line 907 (Bembo stop), line 46 (Maffi stop), line 46b (Torrevecchia stop), line 549 (Torrevecchia stop);
- ▷ Taxi: The Administrative Reception is available to contact the Taxi service at nr. 3570.

The building of the R.S.A. of VILLA CHIARA S.r.l. is a single L-shaped body, with four floors above ground and a basement where the rooms used as a Gym and Physiotherapy are located with the relative changing rooms and medical offices since Villa Chiara is also accredited by the Lazio Region as a Polyclinic.

The car park is located in the internal courtyard of the structure which can be accessed from via Valle dei Fontanili n. 6 – Rome.

Also in via Valle dei Fontanili n. 6 - Rome is the entrance to the mortuary service.

The entrance for pedestrians is located in Via di Torrevecchia, 578, and gives access to the ground floor of the main building. In the entrance hall, a large horizontal square has been created, with non-slip flooring aimed at ensuring the removal of architectural barriers for people with reduced mobility. The paths for the disabled are ensured by an elevator system of adequate characteristics that allows access to each floor of the main building.

The Nursing Home accommodates **70 guests**, the wards are divided into four nuclei:

10 beds on the ground floor;

20 beds on the first floor;

20 beds on the second floor;

20 beds on the third floor.

The guest rooms are located in the Main Building and consist of 2 or 4 beds with relative toilets, according to current regulations.

Based on the distribution of the work environments and the characteristics of the windowed areas, good ventilation and lighting of the rooms is guaranteed.

**Please note that the patient rooms and common rooms most exposed to the sun are equipped with air conditioning and blackout curtains.**

As established by the regulations for the functionality of the R.S.A., there are the **core services** as follows:

living room, dining room, kitchenette, assisted bathroom, medical room and personal control room, equipment storage, clean linen closet, dirty material storage room with drain and pan washer.

In addition, on the ground floor there are some services that guarantee the collective life of our guests. Guests, in particular:

entrance, mail space, Administrative Reception Office, Public Relations Office (U.R.P.), Social Service, visitor toilets, TV room, multipurpose living room, refreshment area.

Also on the ground floor there is a room dedicated to a **corner bar** with vending machines for snacks and drinks, hot and cold.

### 3. Background

**The RSA of Villa Chiara s.r.l. Plays:**

**health and welfare activities in relation to the Lazio Region regulated by Accreditation with the Regional Health Service and coordinated by the ASL RM1, competent for the territory.**

**The RSA of Villa Chiara s.r.l. He obtained:**

- the Determination to the Opening and Operation of the RSA prot. n. 7829 and 7/04/2004 and the Nulla Osta prot. no. 42555 for **the RSA Activity**, for 70 beds of **High Level Assistance Residence**, in the **Senescence** area on 22/01/2004;
- **the Final Accreditation with DCA no. U00493 on 18/12/2013.**

The organization of Villa Chiara is such as to ensure respect for personal dignity and freedom, privacy, individuality and religious orientations.

In order to ensure the continuity of social relationships and social life, Guests are allowed freedom **of movement inside and outside the structure, compatibly with their state of health.**

It is recommended that the **family participate** and **become responsible** in support of our business and in the exclusive interest of the guest.

### 4. Inclusion in a nursing home: procedures and general information

**Hospitalizations are managed directly by ASL ROMA 1.**

All citizens residing in the Lazio region have the right to hospitalization.

**The structures of R.S.A. They are aimed at providing hospitality, health and welfare services. These services aim to maintain autonomy by promoting, where possible, the residual abilities of the Guest, suffering from chronic diseases that often lead to a significant reduction in their self-sufficiency, sometimes not otherwise assistable at home but which do not require hospitalization in hospital-type facilities and/or rehabilitation centers, as per art. 26 Law No 883/1978.**

Persons wishing to apply for inclusion in the R.S.A. must:

- *submit an application to your ASL of residence*: the forms to be submitted are online on the website of your ASL and consist of a medical part by your General Practitioner and another part to be filled in by the applicant;
- subsequently, the ASL, through its own Territorial Evaluation Unit (UVT), carries out a *geriatric examination*, aimed at establishing the access requirements and the person's care needs. The indicator of these needs is expressed through *maintenance*;
- the maintenance defined by the UVT can be *High or Low*:  
*High* when the Guest needs more assistance; *Low*, vice versa;
- on the basis of the maintenance assigned by the ASL, it is necessary to request inclusion on a *waiting list* at the ASL to which you belong or the one chosen.  
The territorially competent A.S.L., based on the choice made, manages and monitors all the R.S.A. and provides for the inclusion based on availability and the waiting list of the same;
- it is possible to choose the inclusion in the list for certain R.S.A.; The preference expressed by the user and/or the applicant must take into account the maintenance assigned. Not all R.S.A. can handle both maintenance (high/low).

**The R.S.A. Villa Chiara s.r.l. has been accredited by the Regional Health Service to manage Guests with both High and Low Maintenance**

**DOCUMENTS TO BE PRESENTED AT THE ACCEPTANCE OFFICE UPON ENTRY INTO R.S.A.:**

- ▷ ***valid identity document and tax code of the Guest and reference persons in photocopy;***
- ▷ ***the Guest's health booklet with any exemption codes, if applicable;***
- ▷ ***report of recognition of civil disability and/or law 104/92, if any;***



- ▷ **telephone number, fixed and mobile, of the family members and acquaintances of the Guest to whom Villa Chiara s.r.l. may refer;**
- ▷ **documentation of any previous hospitalizations;**
- ▷ **decree appointing support administrator or legal guardian (if any);**
- ▷ **ISEE certificate of social and health services for residences for adults.**

If the Guest is unable to proceed independently, the relative accompanying him/her to the reception will carry out the administrative procedures in support of or in place of the same, identifying themselves and self-certifying the degree of kinship. If there is the appointment of a guardian or legal representative, or with a general power of attorney in the name and on behalf of the Guest, he/she is required to submit the documentation or self-certify the aforementioned legal institutions fulfilled against the Guest.

Among the forms required for acceptance in the R.S.A., it is required to sign a  
DECLARATION OF COMMITMENT TO PAY THE FEE IN R.S.A.

#### **FOR THE PAYMENT OF THE TUITION FEE IN R.S.A.:**

According to DGR 790 of 2016, in the presence of a residential social and health ISEE certificate of less than 20,000.00 euros, it is possible to request the participation of the Municipality/Municipality of residence, by presenting the following documents WITHIN 30 DAYS of entering the RSA:

- ▷ **ISEE form for residential social and health services for adults.**
- ▷ **D.S.U. (Single Substitute Declaration);**
- ▷ **OBIS-M form issued by INPS or CAF;**
- ▷ **report of recognition of civil disability and/or recognition of law 104/92 issued by INPS/CAF;**
- ▷ **photocopies of the valid identification documents and tax codes of both the user and the person who accompanies and assists him/her during acceptance;**
- ▷ **decree appointing support administrator (if any);**
- ▷ **certificate of Hospitality with indication of the degree of maintenance (A or B) issued by our acceptance office;**
- ▷ **Authorization issued by the ASL useful for entry into R.S.A.**

After the submission of the aforementioned documentation, the Municipality/Municipality shall determine the share of the participation to be paid by the user and the corresponding share to be paid by Roma Capitale.

If, at the end of the income assessment procedure produced by the Municipality, an ISEE indicator suitable for residential social and health services exceeds € 20,000.00, the daily allowance of a social and hotel nature will be charged to the user.

Recent regional regulations have determined the following daily rates:

- **Maintenance RSA A: € 59,20/day**
- **Maintenance RSA B: € 49,20/day**

## 5. Basic principles

The provision of the services offered by the **Nursing Home** is carried out in compliance with the principles listed below:

### 5.1 Fundamentals of Care

#### ***Equality and individuality***

**Villa Chiara** undertakes to provide services to all its guests without distinction of gender, nationality, religion, economic and social conditions (level of education, political opinion, etc.).

The staff working in the facility considers the individual as a "person", aware of the differentiated needs of each person staying at our Residence. Social and health care, although differentiated compatibly with the needs of the user detected, in line with the principle of individuality, is provided without any discrimination.

#### ***Impartiality***

All the operators of **Villa Chiara SRL** guarantee the provision of assistance services to all guests in an impartial manner

#### ***Continuity***

All services are provided by the staff on a continuous and daily basis.

#### ***Humanity***

The central attention of the operators is placed on the person in full respect of his or her dignity, whatever his or her psycho-physical and social conditions.

#### ***Participation***

Participation in the provision of the service offered by **the Nursing Home** is guaranteed to the guest or a family member both through direct intervention (formulation of proposals or suggestions to improve the service) and through voluntary associations and protection of the rights of the citizen and those of the patient.

#### ***Effectiveness and efficiency***

The service provided is such as to guarantee an optimal ratio between resources committed, activities carried out and results obtained, in order to produce the maximum possible results both in terms of satisfaction of guests/family members, and staff gratification.

## 6 Charter of the Rights of the Patient and the Elderly

The Management of **Villa Chiara**, in signing the Agreement with ASL ROMA 1, undertakes to adopt the "**Charter of Patients' Rights (GUEST for the RSA)**" and the "**Charter of the Rights of the Elderly**" summarized below.

### 6.1 Patients' Bill of Rights

#### ***Right to care and assistance***

Each person must receive timely, necessary, appropriate assistance for the satisfaction of the basic needs of life (nutrition, hydration, ventilation, hygiene, environmental protection, movement, evacuation, rest, sleep, communication, etc.).

Every person must be cared for in science and conscience and with respect for his or her wishes.

#### ***Right of defence***

Every person in disadvantaged psycho-physical conditions must be protected from speculation and/or deception and damage deriving from the surrounding environment.

#### ***Right to prevention***

Each person must be ensured, as far as possible, with activities, tools, health aids, information aimed at preventing deterioration and/or damage to health and autonomy.

#### ***Right to speak and to be heard***

Every person must be heard in the explicit and implicit requests that are granted, as far as possible.

#### ***Right to information***

Each person must be informed about the procedures and motivations behind the interventions to which he or she is subject.

#### ***Right to participate***

Everyone must be able to participate in decision-making that affects themselves (based on their cognitive abilities).

#### ***Right of Acceptance***

Each person must be accepted as an individual with individual value and needs.

#### ***Right to Criticism***

Each person can freely express his or her thoughts and criticisms concerning the activities and dispositions that concern him/her.

#### ***Right to respect and modesty***

Each person must be called by his or her first and last name, and his or her confidentiality and concept of modesty must be respected.

### ***Right to privacy***

Every person has the right to respect the secrecy of personal information by those who provide assistance directly or indirectly, also in accordance with the provisions of current legislation on data security (privacy) – EU Reg. 2016/679 and Legislative Decree 196/03 and subsequent amendments.

### ***Right of thought and religion***

Every person must be able to express his philosophical, social and political ideologies and practice his or her own religious confession.

## **6.2 Charter of the Rights of the Elderly**

The elderly are a heritage of inestimable value for society, because they are the historical and cultural memory of the population.

The protection of the elderly, and in particular of the elderly who are not self-sufficient, have led to the drafting of the Charter of Rights as a protection of their condition as a fragile subject, i.e. to be supported in their ability to express themselves and their needs:

- ▷ The right to life and personal identity, understood as global respect for one's experience, needs and aspirations.
- ▷ The right to receive treatment that, in terms of reception methods and level of performance, is respectful of the freedom and dignity of the person and appropriate to the health needs of the case.
- ▷ The right to be clearly and completely informed about one's health condition by those in charge (diagnostic tests, prognosis, therapies).
- ▷ Right to identify medical, non-medical and volunteer personnel, by means of identification tags with name, surname and qualification.
- ▷ The right to address any complaints to the Doctor and to obtain a response.
- ▷ Right to know in advance the amount of the rates relating to health and hotel services practiced.
- ▷ Right to obtain religious assistance.
- ▷ The right to preserve one's dignity and value even when self-sufficiency is lost.

## **6.3 Key Functions**

The Management of ***Villa Chiara***, based on the fundamental principles of assistance, guarantees Guests:

- ▷ **Information**
- ▷ **Reception**
- ▷ **Guardianship**
- ▷ **Participation**

### ***Information***

The function relating to health information is carried out by the Doctor in Charge of the R.S.A. or by his delegate, if recognized as such under the law.

This function ensures that the Guest and his/her network are fully aware of the services, activities and services offered.

### ***Reception***

The reception inside the **RSA** is carried out by nursing staff and social-health workers.

The above-mentioned staff ensures that the user is adequately welcomed within the structure 24 hours a day.

He/she is able to establish a relationship with the Guest in such a way as to limit his/her discomfort and to enable him/her to express his/her needs, to listen and understand his/her expectations and needs.

It is able to take care of the user's welcome at any time of the day.

## **6.4 Patient care**

- Entry into the **RSA** can only take place upon submission of a specific application to be submitted to the AOC of the territorially competent ASL (depending on the patient's residence);
- Part of the application must be completed and signed by the patient's primary care physician;
- Following the submission of the application to the competent AOC, the ASL carries out a home visit and issues an assessment (which, generally, must always be collected from the AOC);
- This assessment, together with a negative swab, must be sent to the competent AOC that authorizes hospitalization in the RSA;
- Hospitalization rates are established by the Region and, depending on the degree of assistance assigned, vary from about € 1,500.00 to about € 1,800.00 per month;
- Since the RSA is a structure accredited by the NHS, it provides for the participation of the Municipality of residence in the payment of the fee (upon presentation of a specific application), where the conditions exist:
  - ❖ Possession of a disability ascertained by INPS;

## SECTION TWO

### Information on the structure and the services provided

- ❖ Income, calculated on ISEE SOCIO SANITARIO RESIDENZIALE for adults, less than/equal to € 20,000.00 per year
- To terminate the relationship with the RSA, simply fill out the "voluntary discharge" form
- For the transfer to another facility, the "voluntary discharge" form is filled in and the facility notifies the AOC of the transfer request

### **Guardianship**

The function relating to the protection of the user is carried out through the activity of the Administrative Management, which activates initiatives aimed at overcoming any inefficiencies, receives complaints and ensures that they are forwarded to the office in charge of making decisions on the merits.

### **Participation**

The function of participation is realized through:

- ▷ preparation of operational projects to facilitate the adaptation of the structure and the services provided to the needs of the Guest;
- ▷ periodic surveys of the Guest's satisfaction with the services;
- ▷ constitution and activities of the **Participation Committee**;
- ▷ joint examination during the meetings of the Participation Committee of the reports and complaints proposed by the user.

**The Management of Villa Chiara** undertakes to give timely feedback on the reports and proposals made by Guests and/or family members, identifying the appropriate figures for competence.

### 1. Organizational model

The health activity is entrusted to the Doctor in Charge who takes care of the drafting of the therapeutic program and provides for its periodic updating, in agreement with the General Practitioner (GP), since each guest maintains his or her own general practitioner.

Salient features of the organizational model implemented in the **R.S.A.**:

- ▷ Organization of the day, according to a temporal scan, as close as possible to family habits and not to those of the hospital.

- ▷ Presence, for each guest, of a medical record compiled and constantly updated by the doctor.
- ▷ Presence of an Individual Care Plan (**PAI**) for each guest.
- ▷ Presence of an Individual Rehabilitation Plan (**PRI**) for each guest.
- ▷ Teamwork methods in an integrated manner through the contribution of individual professionals who act competently in a coordinated manner.
- ▷ Presence of operational protocols.
- ▷ Presence of a Service Charter updated annually.

## 2. Human resources

The staff of the **R.S.A.** It provides, as per the requirements defined at regional level, the following figures:

- ▷ **Physician in charge;**
- ▷ **Nursing Coordinator;**
- ▷ **Nurses;**
- ▷ **O.S.S.;**
- ▷ **Dietician;**
- ▷ **Speech therapist;**
- ▷ **Physiotherapists;**
- ▷ **Occupational therapists and vocational educators;**
- ▷ **Psychologist;**
- ▷ **Social worker;**
- ▷ **On-call medical service.**

## 3. Services provided and social and health care:

The Villa Chiara **RSA** offers the following services:

- ▷ *GENERAL MEDICAL SERVICES PROVIDED BY THE GUEST'S DOCTOR OF FREE CHOICE;*
- ▷ *SPECIALIST SERVICES;*

### **Medical Assistance**

**Medical assistance is guaranteed through the presence of the Doctor in charge of the R.S.A., and the general practitioner who perform the following services:**

- ▷ general medicine examination and/or check-up;
- ▷ prescription of drugs where relevant, rehabilitation activities, personalized diets;
- ▷ request for specialist visits;
- ▷ proposals for hospitalization.

**Our Doctor in charge of the Nursing Home receives - for Guests and users of the R.S.A. - from Monday to Friday from 9.30 to 11.00**

General Practitioners are present according to A.S.L. regulations and/or according to the needs of the guest. The doctors' hours are established and indicated to the public by posting on the notice board located at the entrance of the facility.

Should it be necessary to carry out specialist examinations or visits that cannot be performed within the Facility, the Doctor in Charge shall contact the appropriate health facilities.

**Nursing**

**Nursing care is guaranteed 24 hours a day, every day of the year.**

The nursing staff performs the following services:

- ▷ administration of prescription medications;
- ▷ Dressings;
- ▷ monitoring of the state of health of the Guests.

**Rehabilitation activities:**

The rehabilitation activity in R.S.A. is ensured through the professional intervention of several professional figures: physiotherapists, occupational therapists, professional educators, psychologists and speech therapists who act in an integrated and coordinated manner. The main rehabilitation activities are:

- ▷ Active and passive kinesis: when the guest is able to perform movements without the aid of the operator, active kinesis is used; When, on the other hand, the guest needs the help of the operator to perform certain movements, professional intervention takes place through passive kinesis;
- ▷ Verticalization and gait re-education (where possible);
- ▷ Speech therapy and treatment of dysphagia;
- ▷ Entertainment and socialization activities
- ▷ Occupational therapy
- ▷ Cognitive training
- ▷ One-to-one interviews



▷ Group activities

▪ Motor rehabilitation:

Motor rehabilitation is the responsibility of physiotherapists who organize their professional intervention through the drafting of a personalized rehabilitation plan for each guest, drawn up by the physiotherapists together with the physiatrist.

The activities can be carried out both in the gym and in the guest rooms and are:

***The physiotherapists in charge are present in the facility from Monday to Friday from 8.30 to 11.30 and from 15.00 to 18.00.***

▪ Psychological support

The psychological support activity is carried out by the psychologist present within the Facility and aims to assess the Guest's cognitive condition. Once an initial assessment has been carried out at the time of admission and the residual abilities of the individual through individual interviews have been considered, it is possible to plan rehabilitation activities, where possible, aimed at improving the symptomatic picture and mood.

**The psychologist is present in the facility on Mondays, Wednesdays and Thursdays from 09.00 to 14.00.**

▪ Entertainment and socialization activities

The intervention of the Professional Educator is characterized by the continuity of the commitment in the activities of animation and socialization. Each guest is involved in the choice of activities to be carried out according to their inclinations and abilities, the materials to be used and the objects to be made. The intervention of the professional educator aims to organize group activities with attention to relational dynamics, contrasting the experience of uselessness and loneliness that usually characterizes the condition of the institutionalized elderly

Inside the structure, there are special spaces available to guests and their families for meetings, collective recreational activities and socialization. Some of these spaces are: the multipurpose living room, the room for Occupational Activities, the bar and TV corner and the large garden that surrounds Villa Chiara. Each level of the Structure is arranged with the aforementioned spaces.

The structure has an outdoor area in front of the entrance of our R.S.A., a meeting place for guests. The outdoor area is equipped with gazebos, umbrellas, chairs, tables, benches, where, when possible, both recreational and physiotherapy activities take place.

On the first floor, the Laboratory for Occupational Activities has been set up, where professional educators engage the Guests according to their experiences and attitudes. The activities vary depending on the Guests who participate in them.

On the third floor there is the fourth residential unit with 20 beds and a terrace equipped with tents, used mainly on summer/spring sunny days, given the surveillance by the staff on the floor.

The activities take place at the laboratory on the first floor of the building for those who can participate and in the room of the individual guest if the latter is not self-sufficient in travel.

**The professional educator is present in the facility from Monday to Friday from 8.30 a.m. to 3.20 p.m.**

- Occupational therapy

The occupational therapist accompanies the elderly person on this path, focusing on personal needs, through group recreational activities in collaboration with the professional educator and individual activities that concern the performance of activities of daily living in one's own room. The occupational therapist organizes his/her activity aimed at containing cognitive impairment and optimizing residual capacities. This rehabilitation intervention is aimed at maintaining the functional status of the Guest in terms of participation and autonomy, contributing to the Guest's satisfaction and sense of security in moving around the Facility and the activities carried out. There are various entertainment activities that are carried out: music therapy, recreational activities, manual activities and the creation of artifacts of various kinds, etc.

**The occupational therapist is present in the facility from Monday to Friday from 8.30 to 11.40.**

### **Social services**

The services of the Social Worker are guaranteed to all hospitalized guests and their family members and/or reference figures, who need clarification on hospitalization and/or support procedures with regard to knowledge, skills and use of the various social and health services, both internal and external to Villa Chiara.

**The social worker** is present in the facility on days that vary according to need, it is possible to contact her at the email **assistentesociale.villachiar@gmail.com**.

### **Activities of the Health and Social Care Team**

The Health and Social Health team involves all the professionals within Villa Chiara in order to improve the well-being of the person in all its aspects.

## 4. Hospitality, Hotel and External Services

The RSA offers the following hotel services and support services:

**Reception, catering, cleaning, laundry/ironing (external service and optional).**

### **Acceptance**

The staff present at the reception guarantees the reception of the Guests and the release of information:

**Monday to Friday from 09.00 to 13.00 and from 15.00 to 19.00**

**Saturday from 09.00 to 14.00**

**Switchboard: +39 06.6146441**

For direct contact **with the Admissions Office, the address is: +39 06.87676929. The office assists guests and family members in handling administrative procedures. You can also contact the Public Relations Office (URP) at this number**

**Email: [amministrazione@villachiarasrl.it](mailto:amministrazione@villachiarasrl.it);**

### **Entertainment**

The catering service is provided by a catering company, and is coordinated by the Doctor in Charge and the Dietitian. The menu is individual, suitable for each guest and is organized over 30 days, for each of which different dishes are provided, both for lunch and dinner.

### **Meal times**

**8.00 Breakfast – 12.00 Lunch – 15.30 Snack – 18.00 Dinner**

In the summer, thirst-quenching drinks, fruit and sometimes ice cream are served. In winter, a small snack is served in the afternoon.

In addition, special menus are available for holidays and convivial occasions.

The **diets are personalized**, they are established by prescription of our dietician, with particular attention to those guests who, for different reasons, have different needs and requirements.

On request, meals can also be prepared in accordance with the religious dictates of the guest.

On the ground floor there is also a bar with vending machines for hot and cold drinks and snacks.

### **Cleaning**

The cleaning, sanitization and tidying up of the living areas and furnishings is carried out by the department staff.

### **Laundry/ironing**

Personal laundry service from an outside company. To request the service, please contact the Nursing Coordinator. This service also includes the labelling of each garment.

The collection and delivery of the garments is carried out by the department staff on odd days (Monday-Wednesday and Friday).

### **Transport**

In order to facilitate the transport of the Assisted Persons (for specialist visits, diagnostic investigations, etc.), it is possible to take advantage of the affiliated ambulance service or other transport services, determined, from time to time, by the needs of the Guest or by the indications of the medical staff.

### **Morgue**

The mortuary is located inside the R.S.A. but in a different building than the hospital floors.

The choice of the funeral home to use for the funeral is the total responsibility of the family members in compliance with the rules governing funeral activities.

In accordance with the provisions of the law, our R.S.A. avails itself of the collaboration of a funeral home.

### **Religious Assistance**

Religious services take place at the chapel inside the structure. The celebration of Holy Mass is scheduled every Saturday at 4:00 p.m.

For people belonging to religions other than Christianity, Villa Chiara undertakes to find the required religious representatives, if present in the area.

### **Hairdresser/Podiatrist**

The services of hairdresser, barber, podiatrist are external, upon appointment request and are at the expense of the Guest.

The service is carried out at the specially designated rooms or in the Guests' room in relation to the psychophysical situation of the latter and in respect of community life with the roommate of the aforementioned.

To take advantage of these services and request information on costs, you can contact the Nursing Coordinator.

## 5. Entrance and Reception at the Nucleus

From a health point of view, at the time of the first reception of the Guest, the Doctor in Charge carries out a general examination together with the nurse responsible for the ward. The two assessments are recorded in the Medical Record. The multidimensional intervention is organized and delivered through the drafting of the **Individualized Care Plan (PAI)**, as a tool for personalizing the service to be provided

In the days following admission, a rehabilitation assessment of the Guest is carried out by the Physiatrist together with one of our physiotherapists, the professional educator and the occupational

therapist, who fill in an additional form to be attached to the Medical Record, the **Individual Rehabilitation Plan (PRI)**.

**At the time of acceptance in the R.S.A., the Guest and/or his/her family members must indicate the name(s) of the person(s) who may have information on the state of health of the hospitalized Guest, to be contacted in case of urgency as well as authorized to access the facility as visitors.**

**In addition, a copy of the Service Charter is given to the person present at the time of acceptance.**

### **Reception at the Nucleus**

The guest is accompanied to his room so as to get to know the environment and the staff to whom he can refer. The guest is also accompanied throughout the structure, showing him the environments where community life takes place.

The staff will help the guest to arrange their equipment and any help.

Please note that the trousseau, although it must respond to the preferences and personal tastes of the Guest, must include comfortable clothing that is resistant to high-temperature washing cycles (necessary to ensure the sanitation of the garments) and in such a number as to allow multiple changes even on the same day, if necessary.

### **RECOMMENDED PERSONAL BELONGINGS:**

- 7 pyjamas and/or nightgowns
- 2 dressing gowns
- 2 bathrobes
- 3 Suits
- 7 Underwear T-shirts
- 7 underwear items
- 7 towels.

To encourage continuity with previous life habits and to ensure that the Guest is promptly welcomed and adapted to the new environment, it is advisable to bring the Guest's small personal belongings, as long as they are not of value, so as to recreate a context of family life.

### **RECOMMENDED PERSONAL HYGIENE PRODUCTS:**

- Body wash, sponges, shampoo, comb, tissues, storage bag, denture holder (if necessary), talcum powder, body moisturizer, deodorant, toothpaste, toothbrush.

### **Typical day at Villa Chiara:**

- **7.00 a.m.**
- **Wake-up call and hygiene of the Guests with partial mobilization of users. Nursing and care activities.**
- **8.00 a.m. – 8.30 a.m.**

- **Breakfast**
- **9.00 a.m. – 11.30 a.m.**
- **Physiotherapy, play and personal care activities; medical, nursing and welfare examination.**
- **12.00 p.m. – 12.45 p.m.**
- **Lunch**
- **1.00 p.m. – 2.30 p.m.**
- **Afternoon rest for those in need.**
- **2.30 p.m. – 5.30 p.m.**
- **Mobilization and Activities of Occupational Therapy, Personal Care Physiotherapy and Afternoon Snack.**
- **6.00 p.m. – 6.45 p.m.**
- **Dinner**
- **6.45 p.m. – 8.30 p.m.**
- **Hygienic care for guests with the help of the ward staff and preparation for a night's rest.**
- **9.00 p.m. – 7.00 a.m.**
- **Night-time assistance, hygiene when needed.**

**Pharmacological therapy is administered by the nursing staff according to the treatment card as agreed with the General Practitioner.**

## 6. Hours and methods of access and office hours of the Physician in Charge

Hours of access to the department:

**Every day from 11.00 a.m. to 12.30 p.m. and from 4.00 p.m. to 6.30 p.m.**

The Health Management in the person of the Doctor in charge of the R.S.A., for the justified needs of the Guests and their reference figures, may authorize the extension of the visiting hours to their loved ones. The request is submitted to the Physician in Charge by the Nursing Coordinator at the request of the interested parties.

Each guest can receive visits from relatives and friends. It is important that these visits do not hinder the health and social-welfare activities carried out and that they do not disturb the rest of the other Guests.

**Visits by children under the age of 12 are not allowed**, except in areas specifically intended for socialization and **with the authorization of the Doctor in Charge R.S.A.**

## 7. Permits for exits and transfers

Guests can go out with the authorization of the Doctor in Charge, but if it is also extended for the overnight stay, the authorization of the ASL will also be required.

The Guest's transfers to Hospital Health Facilities can take place urgently and therefore with the 118 vehicle, or planned (for diagnostic tests/specialist visits) and then using the ambulance affiliated with RSA Villa Chiara.

For reasons of safety and protection, Guests' exits must be anticipated by the compilation of a waiver

**In the event of transfer to Health Facilities, the R.S.A., as per D.G.R. no. 790 of 2016, is required to maintain the bed for 10 days, after which the Guests and/or reference figures can choose whether to continue to pay the social-hotel fee and in addition also the health fee, or to forfeit the Guest's right to access the R.S.A. of origin again.**

## 8. Non-Internal Health Care

### **Non-Internal Health Care (ANS)**

Following the legislation of the Lazio Region prot. n. 63598 of 16.05.2005, we inform you that **Non-Health Assistance** to hospitalized people can be provided by:

- Relatives of all degrees
- Trusted staff: friends and acquaintances
- volunteers belonging to associations duly registered in the registers of voluntary organisations
- individual persons delegated by the Guest or by other reference figures, who carry out the functions of supplementary non-health care (ANS) for a fee

### **Non-Health Care Workers - ANS:**

- assume the task upon written request of the Guest and/or family member, by delivering the required documents to the URP Office in the person of the Social Worker;
- collaborate with the staff of the Facility without replacing themselves in any way in the nursing task;
- they must be supportive of the Guest without interfering or hindering the operations of the ward staff;
- they must not practice medical-nursing health manoeuvres;
- they must be authorized by the RSA Medical Director to administer meals;
- must maintain absolute secrecy and confidentiality of Guests' health information;
- **They cannot assist Guests with PEG or SNG as they are entrusted exclusively to the ward nursing staff.**

### **Non-Health Care Workers are also required to:**

- observe both personal and community hygiene rules, collaborating with the staff in charge of keeping the premises of the RSA in optimal conditions of cleanliness;
- not to have the Guest leave the ward during visiting hours with prior authorization from the ward staff;
- not to administer medication or store medication in the Guest's bedside table or cabinet;
- respect and ensure that the Guest respects the prohibition of smoking in all the premises of the R.S.A.;
- do not bring food, alcoholic beverages and spirits;
- collaborate so that relations with the staff of the R.S.A. are based on the utmost and reciprocal fairness and collaboration.

## 9. Rules of Procedure

For the best possible stay at our hotel:

- ✓ **Guests, their families, visitors and ANS** are required **to comply** with both personal and community hygiene rules, collaborating with the staff in charge of keeping the premises of the Villa Chiara RSA in optimal conditions of cleanliness.
- ✓ **Guests of the RSA must be available** for visits by the Doctor in Charge and/or the General Practitioner according to the agreed time.
- ✓ **Guests should not take any medication** other than those administered by nurses in order to avoid possible harmful effects from association. It is forbidden to store medication in bedside tables or cabinets for safety reasons.
- ✓ It is necessary **to avoid unnecessary noise** and use audio-visual equipment with the utmost discretion so as not to cause annoyance or damage from noise pollution to other Guests.
- ✓ For one's own and others' safety and in compliance with the law, **smoking is strictly forbidden** in any room and space of the internal structure.
- ✓ For the decorum, aesthetics and hygiene of the R.S.A. **It is not allowed to hang** laundry or anything else from the window.
- ✓ Villa Chiara administers meals using a personalized menu for each Guest defined by the dietician, **so it is not recommended to bring food and in particular it is forbidden to bring alcohol and spirits. It is forbidden to bring perishable foods.** For special problems regarding nutrition, you can contact your general practitioner and/or medical managers.
- ✓ Relations between Guests, their families, visitors, ANS and the staff of Villa Chiara must be marked by the **utmost mutual understanding**, cordiality and fairness as required in every civilized community.



## SECTION THREE

### Quality Standards, Commitments, and Programs

- ✓ Guests are informed that **the Administration is not responsible for objects and money** kept by them.
- ✓ For the protection of privacy , **it is strictly forbidden to photograph and film** inside the wards.

### FIRE REGULATIONS

**An emergency plan has been prepared in all the wards of the Villa Chiara RSA with specific operating procedures to be implemented in the event of a fire.**

**The staff has been trained to assist guests in the event of an emergency.**

**VILLA CHIARA has obtained the FINAL FIRE CERTIFICATE ISSUED BY THE FIRE BRIGADE.**

#### 1. Quality Factors and Standards

The user who has concrete experience of a particular service and/or performance is able to perceive the quality of the service offered through certain aspects (quality factors).

VILLA CHIARA's healthcare professionals operate on the basis of national and international guidelines and shared protocols and procedures drawn up and updated following the directives of the guidelines and the provisions of the Ministry of Health. **The Structure** has as its essential objective **to offer guests a quality service**, through an efficient organization, managed by qualified, motivated and capable staff, aimed at levels of excellence in terms of punctuality, courtesy and professional ability. In order to achieve these objectives, the constant attention paid by the Management and the Doctor in charge of the R.S.A. to the appearance of any indicators that could turn into inefficiencies is of fundamental importance, which are promptly taken care of, taken care of and managed.

Thanks to the adoption of a **Quality Management System** in compliance with the international standard ISO 9001, the Management undertakes to periodically monitor the quality of the services offered through the Questionnaires to be submitted to Guests and to activate specific programs to improve the quality of the service, after the appropriate evaluations.

VILLA CHIARA guarantees the verification of the implementation of the improvement commitments and quality standards that it sets from year to year, through an annual report (Review) both on the results achieved and on the reasons that have not allowed them to be achieved.

The report drawn up by the Management will have appropriate moments of discussion with the staff and will be made public. The purpose of the report is to verify the progress and constant improvement of the quality of services, monitoring the quality itself and verifying quality factors and standards.

### **Privacy Policy**

All operators are required to maintain the utmost confidentiality regarding information regarding the Guest's health conditions. At the time of access, the guest and/or the referring relative will be asked for consent to the processing of personal and health data limited to the functional needs of the RSA.

**The protection of privacy** also provides for the use of special precautions by operators during personal care and hygiene (the use of screens).

### **Public Relations Service – URP**

The **Public Relations Office - URP** - is aimed at hospitalized guests and their families as a point of direct contact with the facility. The Service is designed for a more accurate knowledge of the needs of Guests and their families and reference network so as to mediate between the requests made by users and the services and services provided by Villa Chiara.

#### **URP office hours:**

**Monday and Wednesday from 4.30 pm – 6.30 pm**

**Thursday from 10.00 a.m. to 12.00 p.m.**

The utmost confidentiality is guaranteed with regard to all personal information, **the Head of the Service is the Social Worker**, present in the structure **on Monday and Wednesday from 15.00 to 19.00 and on Thursday from 9.00 to 14.00.**

## SECTION FOUR

### Mechanisms for participation, protection and verification

**In order to make the protection of the user effective**, the Management has identified the procedures to be observed for **the acceptance and settlement of complaints**, in whatever form they are presented, consents indeed favors the activity of the Participation Committee, the presence of any voluntary associations and/or protection of the rights of the sick and/or elderly person,

#### **Participation**

The function of participation is carried out in the following ways:

- ▷ preparation of operational projects to facilitate the adaptation of the structure and the services provided to the needs of the user;
- ▷ periodic surveys of the user's satisfaction with the services;
- ▷ constitution and periodic meeting of the Participation Committee which takes place in dedicated rooms within our. R.S.A.;
- ▷ joint examination during the meetings of the Participation Committee of the reports and complaints proposed by the user;

- ▷ publication of the periodic report on the data collected on information, complaints and suggestions.

## 1. Complaints

All observations and complaints from Guests and family members are a valuable tool for the continuous improvement of the level of services provided and can be submitted verbally or in writing to the **Public Relations Office (URP)**

The Management undertakes to respond within 10 working days.

## 2. Participation Committee

On the basis of current legislation, the **Participation Committee is set up** with the aim of representing the parties interested in the service of the R.S.A., and providing useful elements to know the needs of the Guests and improve their living environment.

The Participation Committee, made up of representatives of the Guests, representatives of relatives, representatives of the voluntary associations that may be present in the RSA, representatives of the trade unions, meets at least twice a year.

## 3. Protection associations

The Management points out the presence of associations that have as their purpose the representation and protection of the sick, the elderly and in any case of those categories of subjects who find themselves in situations of "need and fragility", to which it is possible to resort.

Here are some of the most significant ones:

- Tribunal of Patients' Rights - The Tribunal for Patients' Rights (TDM) is an initiative of Cittadinanzattiva, founded in 1980 to protect and promote the rights of citizens in the field of health and welfare services and to contribute to a more humane, effective and rational organization of the national health service.

TDM - Cittadinanza attiva onlus - Via Flaminia 53 - 00196 Roma Tel 06.3671.81 - Fax 06.3671.8333 [mail@cittadinanzattiva.it](mailto:mail@cittadinanzattiva.it)

- Community of San Egidio – Sick Care Sector Piazza S.Egidio 3/a 00153 - Rome email: [info@santegidio.org](mailto:info@santegidio.org) Tel +39.06.8992234 – Fax +39.06.5883625 | +39.06.5800197

- *Regional Association of Health Care Volunteers (A.R.V.A.S.)* – registered office in V.le Regina Margherita, 239 00198 Roma - Tel. Phone 06 5132000.

#### 4. Satisfaction of Guests and their families

The Villa Chiara RSA guarantees the realization of surveys on the degree of satisfaction of users by promoting the **Satisfaction Questionnaire (quality indicator)**, which must be completed by the Guests/hospitalized and/or their relatives, and subsequently delivered to the RSA Management.

The evaluations that emerge from the questionnaires are subject to verification by the Management during the review, and will be used to improve the service and the lives of the Guests.

#### REGULATORY REFERENCES

Prime Ministerial Decree 27/01/1994 Directive of the President of the Council of Ministers on the principles of the Charter of Public Administration Services

Prime Ministerial Decree of 19/05/1995 "general reference schemes"; for the preparation of service charters for the health sector

Decree of the Commissioner ad Acta (resolution of the Council of Ministers of 21 March 2013) no. U00311 of 06 October 2014 "Guidelines for the Elaboration of the Charter of Health Services of the Health Companies and Structures of the Lazio Region"