

T.E.A.R. S.r.l.

Minturno Poggio Ducale

Nursing Home

Physician in Charge: Dr. Tallarini

QUALITY MANAGEMENT SYSTEM COMPLIANT WITH THE INTERNATIONAL STANDARD UNI EN ISO 9001

"NURSING HOME"

R.S.A

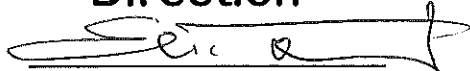
Residential care facility for non-self-sufficient people, including the elderly – RSAs with a total of 60 residence places
(DCA U00061 of 23/02/2017)

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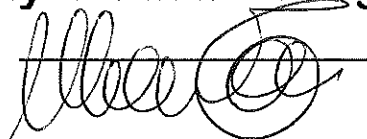
CHARTER OF SERVICES INTERNAL REGULATIONS

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Direction



Physician in charge



T.E.A.R. S.r.l.

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UPDATE JANUARY 2025



WELCOME TO THE GUEST

Dear Guest,

Thank you for choosing R.S.A. Minturno Poggio Ducale,

and we hope that your stay among us can be as peaceful and peaceful as possible.

comfortable, on our part we assure you that there will be commitment and availability, so that this goal is achieved.

We therefore invite you to become aware of some useful information for your stay, through this CHARTER of SERVICES, addressed to the department of the Nursing Home, it will be a valid tool for the protection of your rights, understanding how you too can facilitate the work of the operating staff and give us the opportunity to improve their efficiency.

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

This Service Charter will be periodically updated also with suggestions, proposals, changes and additions that you and other users are invited to submit at any time.

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 secretarial staff and which you will also find attached to this document.

You will then be able to express your opinion and submit your comments on the services offered. All your indications will be taken into consideration to meet, as completely as possible, your expectations and needs.

In addition, to report dysfunctions or complaints you can contact the Administrative Management, while for any other need or information you can contact the staff on duty identifiable by the identification card.

We wish you a pleasant stay and cordially greet you

The Management of the R.S.A. Minturno Poggio Ducale



The R.S.A. Minturno Poggio Ducale,

through the Service Charter, provides the guest and his family with a suitable tool to clearly know the social and health services offered and to be informed about the entire general organization of the same structure.

The Management of the ***R.S.A. Minturno Poggio Ducale***, through Services, intends to give correct "publicity" of what is offered and guaranteed to its guests: la Carta

- ▷ useful information to easily use the benefits and services provided;
- ▷ the ways in which the protection of the guest is ensured;
- ▷ the methods for verifying the commitments undertaken by our structure.

The Service Charter highlights not only the nature and quality of the services that the staff of the ***R.S.A. Minturno Poggio Ducale*** is able to offer, but also the objectives and goals that the structure intends to achieve.

All the staff works to ensure that their activities are in tune with the needs of the guest, with a view to the progressive evolution of the services provided, also based on the suggestions and advice of the individual guest.

The Service Charter must therefore be interpreted in a dynamic key of the la Direzione ***R.S.A. Minturno Poggio Ducale***. undertakes to update it annually.



SECTION ONE

Presentation of the Structure

1. Introduction

Well aware of the needs of the guests and their families, among the declared objectives that the **R.S.A. Minturno Poggio Ducale** intends to pursue in offering its services in the field of assisted residential care are:

- ▷ the promotion of a culture of quality of life, which translates into a continuous enhancement of the person's residual abilities;
- ▷ the recognition of personal rights, the right to autonomy and respect for one's own choices, to family and social relationships, to the taste of life.

2. Description of the structure and means of connection

The **R.S.A. Minturno Poggio Ducale** is located in Minturno, in via degli Eroi and consists of 60 pp.II. definitively accredited with DCA U00061 of 23/02/2017, divided as follows:

- n.2 nuclei of 15 p.r. each Assistance Level Maintenance A
- n.1 nuclei of 15 p.r. each Maintenance Assistance Level B
- n.1 nucleus of 15 p.r. each Extensive Level not self-sufficient

It consists of a building on 4 floors, surrounded by a large park with an equipped green garden and a large internal parking.

The RSA offers assistance to non-self-sufficient and/or partially self-sufficient elderly people of both medium/high and medium/low level.

The rooms are furnished with particular attention to the needs of guests, all equipped with a pro-handicap bathroom.

The structure served by 2 lifts is divided as follows:

GROUND FLOOR

- ✓ Kitchen
- ✓ Service entrance, toilets, mortuary
- ✓ Staff changing rooms
- ✓ Beauty services room

FIRST FLOOR

- ✓ Restaurant



- ✓ Offices
- ✓ Lecture
- ✓ Main living room
- ✓ Secondary stay
- ✓ Toilets
- ✓ Entrance
- ✓ Responsible medical practice
- ✓ Employment services

SECOND FLOOR

- ✓ N. 14 camere 2 pp. II.
- ✓ N.2 camere 1 pp. II.
- ✓ N.1 room
- ✓ N.2 Enclosure
- ✓ Dining room
- ✓ Kitchen room on the floor
- ✓ Deposits
- ✓ Bath
- ✓ Multipurpose room
- ✓ Safe place
- ✓ Pan washer room

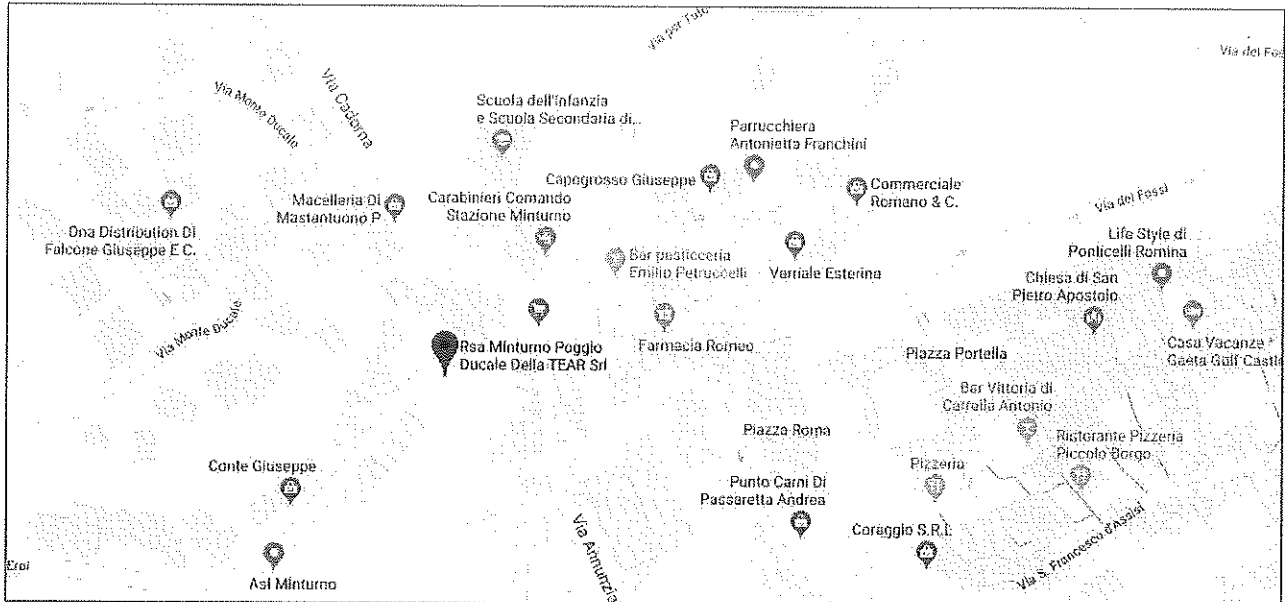
THIRD FLOOR

- ✓ N. 14 camere 2 pp. II.
- ✓ N.2 camere 1 pp. II.
- ✓ Dining room
- ✓ Kitchen room on the floor
- ✓ Deposits
- ✓ Infirmary/outpatient clinic
- ✓ Safe place
- ✓ Pan washer room



3. How to reach us and principles of the context

MAP



How to reach us

- By car: A1 motorway exit "Cassino" – SS Cassino – Formia, Minturno
- By train: Minturno station
- by bus: Cotral stop First Aid

Contacts

- Telephone: 0771/659802
- Email: rsapoggioducaleminturno@gmail.com

The **R.S.A. Minturno Poggio Ducale**, carries out health activities in a relationship of institutional accreditation with the Lazio Region through the A.S.L. of Latina competent for the territory.

The organization of the **R.S.A. Minturno Poggio Ducale** is such as to ensure respect for personal dignity and freedom, privacy, individuality and religious convictions.

In order to ensure the continuity of social relationships and relational life, patients and guests are allowed, compatibly with their psycho-physical conditions, freedom of movement even outside the structure, subject to the authorization of the doctor in charge, it is recommended that the family participate and make them responsible for the recovery plan of the guests.

4. Basic principles

The provision of the services offered by **the R.S.A. Minturno Poggio Ducale** is carried out in compliance with the principles listed below:

4.1. Basic principles of care

Equality



The R.S.A. Minturno Poggio Ducale undertakes to provide services in compliance with the same rules for all without distinction of sex, nationality, religion, economic and social conditions (level of education, political opinion, etc.).

The staff of **the R.S.A. Minturno Poggio Ducale** takes into consideration the individual as a "person", to whom the necessary assistance is offered, aware of carrying out a "vital" service that as such must be provided to all those who need it, without discrimination of any kind.

Impartiality

All the operators of the **R.S.A. Minturno Poggio Ducale** are committed to carrying out their activities in an impartial, objective and neutral manner towards all Guests.

Continuity

All the services carried out by the staff of the **R.S.A. Minturno Poggio Ducale** are provided continuously, regularly and without interruption.

Humanity

The central attention of the operators of the **R.S.A. Minturno Poggio Ducale** is placed on the person in full respect of his dignity, whatever his physical or mental, cultural or social conditions.

The operators address guests with courtesy, politeness, respect and maximum availability.

Participation

Participation in the services offered by **the R.S.A. Minturno Poggio Ducale** is guaranteed to the guest or his family member both through his direct intervention (formulation of proposals or suggestions to improve the service) and through the associations of Volunteering and Protection of the rights of the citizen.

The Management of the **R.S.A. Minturno Poggio Ducale** undertakes to give timely feedback to guests and/or family members about the reports and proposals formulated.

Effectiveness and efficiency

At the **R.S.A. Minturno Poggio Ducale**, the service is provided in such a way as to ensure an optimal relationship 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.

The Management of **the R.S.A. Minturno Poggio Ducale** undertakes to adopt suitable measures to achieve these objectives.

5. Charter of the Rights of the Patient and the Elderly

The Management of the **R.S.A. Minturno Poggio Ducale**, in signing the Agreement with the ASL of Latina, undertook to adopt the:

"Charter of the Rights of the Patient (GUEST for the RSA)" and the "Charter of the Rights of the Elderly"

summarized below.



5.1. Patient Bill of Rights

Right to life

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

Right to care and assistance

Each person must be treated in science and conscience and with respect for his or her wishes.

Right of defence

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

Right to prevention

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

Right to speak and to be heard

Every person must be listened to and requests must be accepted as far as possible.

Right to information

Each person must be informed about the procedures and motivations that support the interventions to which he or she is subjected.

Right to participate

Each person must be able to participate in decision-making that concerns himself (based on his or her cognitive abilities).

Right of acceptance

Each person must be accepted as an individual bearer of value and not of label.

Right to criticism

Each person can freely express his thoughts and criticism concerning the activities and provisions that concern him.

Right to respect and modesty

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

Right to confidentiality



Everyone has the right to respect for the secrecy of personal information by those who directly or indirectly provide assistance, also in accordance with the provisions of the law on privacy.

Right of thought and religion

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

5.2. Charter of the Rights of the Elderly

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

The protection of the elderly and in particular of the non-self-sufficient elderly have led to the drafting of the Charter of Rights as a protection of their condition as a "weak" subject:

- ▷ 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 service, is respectful of the freedom and dignity of the person and appropriate to the health needs of the case.
- ▷ The right to obtain clear and complete information from the Responsible Physician and/or his/her General Practitioner on diagnostic tests, prognosis and therapies in compliance with medical ethics.
- ▷ Right to identify medical, non-medical and volunteer personnel by means of identification cards with name, surname and qualification.
- ▷ The right to address any complaints to the Doctor in charge of the department and to obtain a response.
- ▷ Right to know in advance the amount of the rates relating to the health and hotel services provided.
- ▷ Right to obtain religious assistance.
- ▷ The right to preserve one's dignity and value even when self-sufficiency should fail.

5.3 Key features

The Management of the ***R.S.A. Minturno Poggio Ducale***, based on the fundamental principles of assistance that it has given itself and respects, guarantees Guests:

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

Information

The function relating to information is carried out by the Physician in Charge or his delegate.

This function ensures the guest or his family member full knowledge of the services, activities and services offered by the ***R.S.A.tag***.



Reception

The reception within the *R.S.A. Minturno Poggio Ducale* is carried out by nursing staff and social and health workers.

The aforementioned staff ensures that the user is adequately welcomed inside the structure 24 hours a day.

Taking charge of the patient

- Entry into the RSA can only take place upon presentation of a specific application to be submitted to the CAD of the territorially competent ASL (according to the patient's residence);
- A part of the application must be completed and signed by the patient's general practitioner;
- Following the submission of the application to the competent CAD, the ASL performs a home visit and issues an assessment (which, generally, must always be collected from the CAD);
- This assessment, together with a negative swab, must be sent to the CAD of Gaeta (Dr. V. Nardi) who authorizes hospitalization in the RSA;
- The hospitalization rates are established by the Region and, depending on the degree of assistance attributed, vary from € 1,500.00 to € 1,800.00 per month;
- Since the RSA is a structure accredited to 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;
- Income, calculated on ISEE SOCIO SANITARIO RESIDENZIALE FOR ADULTS, less than / equal to € 20,000.00 per year
- To leave the RSA, it is sufficient to arrange a voluntary discharge

He is able to establish a relationship with the Guest that limits his discomfort and enables him to express his needs, to listen to and understand his expectations and needs. It is able to take care of the reception of the user at any time of the day.

Guardianship

The function relating to the protection of the user is carried out through the activity of the Administrative Department, which activates initiatives aimed at overcoming any inefficiencies, receives complaints and ensures that they are transmitted to the office responsible for deciding on the merits.

Participation

The function of participation is achieved 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 satisfaction of the services by the Guest;
- ▷ 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.



SECOND SECTION

Information on the structure and the services provided

1. The 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 at the *R.S.A. Minturno Poggio Ducale*:

- ▷ Organization of the day, according to a temporal scan, as close as possible to family habits and not to hospital habits.
- ▷ Presence, for each guest, of a medical record compiled and constantly updated by the doctor.
- ▷ Presence of an Individual Assistance Plan (PAI) for each guest.
- ▷ Teamwork methods.
- ▷ Presence of operational protocols.
- ▷ Presence of a Service Charter updated annually.

2. Human resources

The staff of the resources of the *R.S.A. Minturno Poggio Ducale* includes the following fundamental figures:

- ▷ Physician in charge - Dr Maurizio Tallerini graduated in Medicine and Surgery and registered in the Register of Surgeons of Latina with n. 1843 since 28.06.1985
- ▷ Director
- ▷ Head nurse
- ▷ Nutritionist
- ▷ Psychologist
- ▷ Social Worker
- ▷ Professional nurses;
- ▷ O.S.S.
- ▷ Rehabilitation therapists
- ▷ Occupational therapists and professional educators;
- ▷ Beautician

The number and qualification of the staff present and working in the Nursing Home corresponds to regional standards.

3. Services and health care provided

The R.S.A. Minturno Poggio Ducale offers the following services:

HEALTH SERVICES



The presence of the Doctor in Charge is guaranteed for 6 days a week with responsibility for health care and the psycho-physical conditions of all guests.

Medical assistance through general practitioners is guaranteed to all guests for all the services provided by the NHS through scheduled accesses within the structure.

Pharmaceutical assistance is guaranteed through procurement from an external pharmacy for the purchase of drugs, aids and medical gases.

According to individual needs, there are day and night nursing services as well as rehabilitation services, physical therapy and kinesitherapy.

Any diagnostic tests, laboratory analyses and specialist visits necessary for the guest are guaranteed according to the ASL and NHS regulations in force, through the company district services.

For each guest, the following is also ensured:

- The drafting of an Individualized Care Plan corresponding to the guest's problems/needs;
- The establishment of a personal medical record containing all the health and social information necessary for continuity of care, periodically updated;
- Dietary advice and control;
- Psychological Consultancy.

WELFARE SERVICES

- Hygienic services: assisted baths, daily personal hygiene
- Dressing assistance
- Assistance with walking (wheelchair accompaniment and mobilization)
- Feeding assistance
- Diaper change

There is also a room for beauty treatments (hairdresser and manicure/pedicure) with the daily presence of a beautician assistant.

In the event of death, the guest is guaranteed hospitalization for the first 24 hours after the exit in a welcoming and reassuring environment, respectful of the individual dignity of the resident and the need for privacy of the family members, subject to the assistance for dressing provided by a specialized company designated by the family members which will also provide for the furnishing of the funeral home.

In the event that, for any reason, the family member should keep the body, in any case closed and in accordance with the law, beyond this period he must apply to the management and, if he obtains a favorable opinion, he will still have to pay an amount equal to € 40.00 per day.

HEALTH CARE

Medical and health care is provided by the Doctor in Charge and by the General Practitioners, while at night, in case of need, the local medical service is called. In case of emergency, the 118 service is activated.

The task of the medical team is to monitor the health of the elderly and provide the necessary care in collaboration with the nursing staff.

NURSING CARE SERVICE

Nursing activity is guaranteed every day, within 24 hours. The nurse is responsible for the preparation and administration of therapies, on medical prescription, performs medications, blood tests,



checks vital parameters, implements all the necessary interventions for the maintenance and recovery of health, provides together with the auxiliaries for the administration of meals, supervises the work of his collaborators, carries out all the interventions necessary for the well-being of the guest, at night he provides for diaper changes.

BASIC GUARDIANSHIP ASSISTANCE SERVICE

The auxiliaries (OSS, OTA, ADEST), provide for the basic needs of the elderly, with activities aimed at maintaining the state of health and psycho-physical well-being of the person: hygiene, daily mobilization, distribution and administration of meals, arrangement and hygienic maintenance of the environment. They also offer collaboration during activities useful for promoting socialization between customers and carry out control and surveillance interventions to ensure the safety of the person, as well as assistance interventions aimed at enhancing the residual resources of the elderly person.

OCCUPATIONAL THERAPY SERVICE

The occupational therapy service is of great importance in the life of the RSA to significantly improve the quality of time, maintaining and stimulating new interests, preserving functionality and enhancing the residual resources of the elderly.

REHABILITATION THERAPY SERVICE

In the structure there is the figure of the rehabilitation therapist who collaborates permanently with the assistance operators. The service is offered both in the gym and at the patient's bedside, according to the specific needs of each person.

The service organizes individual and group activities that aim to recover cognitive abilities and activities of daily living. For each elderly person, the objectives to be achieved, the interventions carried out and the results obtained are evaluated. In addition to the gym, large and equipped, the activity, when possible, is carried out in the open air in the large green garden.

SOCIAL ASSISTANCE SERVICE

The social support activity is guaranteed by the presence of the social worker, who takes care of the relations between family members or the sending institution and the RSA, proposing himself as a point of connection between what happens inside the structure and what happens outside it.

4. Hotel Business & Support Services

The R.S.A. Minturno Poggio Ducale offers the following hotel-type services: concierge, catering, cleaning, laundry/ironing.

ENTERTAINMENT SERVICES

Entertainment, employment and recreational activities are regularly carried out within the RSA. Group activities and individual paths are offered daily, aimed at elevating the lives of the guests; parties are also organized with the involvement of family members.

All guests are also guaranteed adequate spiritual and religious assistance thanks to the intervention of the chaplain and volunteer prayer groups.



ADMINISTRATIVE SERVICE

The administrative office, open from 8.30 a.m. to 6.00 p.m., prepares, at the beginning of each month, a suitable invoice relating to the portion of the hospital fee and to be paid by the guest with the amount due for the current month and the reimbursement of expenses advanced in the previous month.

The payment of the invoice must normally be made by pre-set postal order provided by the secretariat or by bank transfer or bank transfer. By showing a copy of this paid payment slip, you can collect the relevant invoice.

The secretariat records the delivery of diapers and sleepers that family members bring for their loved ones. The Director is the Head of the Public Relations Service.

OPERATIONAL METHODOLOGY

The operational methodology of our residency is based on some essential fundamentals:

- Reception understood as the ability to take charge of the staff as a whole;
- Responsibility as the enhancement of people;
- The centrality of the customer with respect to the entire service;
- Attention to the quality of the relationship;
- Empathy as an essential ability to be able to establish an effective care relationship with the client and his or her family members;
- flexibility understood as the ability to combine the needs of the customer with those of the organization;
- participatory management, understood as co-responsibility of all the actors in the care project.

The working method is multidisciplinary in which the different professional figures cooperate in order to achieve real well-being for the people who rely on our care; This translates operationally into project work that allows for effective personalization of assistance.

RESIDENTIAL OFFER

The RSA ensures all the services prescribed by national and regional regulations regarding the management of social and health residences, providing a health and socio-environmental solution for the care and assistance of the non-self-sufficient elderly. The priority objective is to achieve and maintain the best possible level of quality of life for the elderly, in a residential and protected environment.

People are accommodated in single and twin rooms or a maximum of three beds, each with its own pro-handicap bathroom and furnished with lego furniture

CLEANING SERVICE

It takes care of the cleaning and maintenance of the rooms so that they are clean, tidy and hygienically compliant with the required standards. Periodically the individual rooms are sanitized and reclaimed.

KITCHEN

The service is entrusted to an external company (Plurisan Srl).



LAUNDRY

The laundry service for washing personal clothes is entrusted to an external company.

BEAUTY SERVICES

The RSA provides basic hairdresser and barber services as well as manicure/pedicure for men and women 3 days a week and at the expense of the guest directly.

TELEPHONE

In each room there is a telephone through which guests can receive calls from outside at any time. If they want to make calls to the outside world, the cost of the call is borne directly by the guest

BAR

Vending machines for hot and cold drinks and snacks have been placed inside the structure

TV

General living rooms, floor living rooms, and bedrooms are equipped with TVs

MAIL

The reception provides for the distribution of incoming mail for guests

PATIENT TRANSFER

The transfer of patients to and from hospitals or diagnostic centers is guaranteed. If you need assistance from company staff, the cost is borne by the guest. For bedridden guests, transport is organized using ambulances operating in the area, the cost of which is borne by the customer.

SPIRITUAL ASSISTANCE

Catholic spiritual assistance is guaranteed to those who are hospitalized as well as the weekly celebration of Holy Mass and all liturgical functions in addition to the recitation of the rosary. Users belonging to other religious denominations can freely profess their beliefs.

THE TIMES OF THE DAY

07.30 – 08.30	WAKE UP AND BREAKFAST IN THE ROOM
08.30 AM – 10.30 AM	PERSONAL HYGIENE, HELP WITH DRESSING, ETC.
10.30 AM – 12.15 PM	HEALTH, REHABILITATION AND ENTERTAINMENT ACTIVITIES, FREE ACTIVITIES
12.00 – 13.30	LUNCH
1.30 PM – 3.30 PM	AFTERNOON REST, FREE ACTIVITY AND PERSONAL HYGIENE



3.30 PM – 4.00 PM	RELIGIOUS ACTIVITY (2 TIMES A WEEK)
4.00 P.M.	SNACK
4.15 PM – 6.15 PM	VARIOUS ACTIVITIES, GAMES
5.45-7.15 p.m.	DINNER
FROM 7.20 P.M.	PREPARATION FOR THE NIGHT, NIGHT REST

5. Insertion: methods and general information

Admissions are managed directly by the A.S.L. of Latina.

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

Patients who have the right to hospitalization, upon request with a diagnosis from the general practitioner and evaluation visit, are placed on a waiting list at the A.S.L. of Latina which provides for placement every time a place becomes available at one of the affiliated facilities.

The patient must present with:

- ▷ **Referral issued by the A.S.L. of Latina;**
- ▷ **health card;**
- ▷ **identity document;**
- ▷ **tax code;**
- ▷ **ticket exemption;**
- ▷ **disability report;**
- ▷ **documentation of any previous hospitalizations;**
- ▷ **telephone number, landline and mobile, including family members and acquaintances.**

The patient/guest carries out some formalities in administration:

- ▷ **fill in the admission form and submit some documents (or supplement them in the following days);**
- ▷ **fill in and sign the Declaration of Commitment (Annex A);**
- ▷ **he is given the Service Charter;**
- ▷ **is informed about some organizational aspects of daily life within the Nursing Home.**

If the Guest is unable to proceed independently, the responsible relative accompanying him/her will carry out the administrative procedures in support of or in place of the same, identifying himself and self-certifying the degree of kinship if he or she does not have an appointment as guardian, legal representative or general power of attorney in the name and on behalf of the Guest.

From a health point of view, at the patient's entrance, the doctor in charge carries out a general examination and so does the nurse on duty for the aspects of his competence. The two evaluations are recorded in the Medical Record. The facility also uses the Individualized Care Plan (PAI) as a tool for customizing the service to be provided.

In the days following the patient's admission, a rehabilitation assessment is carried out by a physiotherapist and/or occupational therapist, filling in an additional form that is attached to the Medical Record, with the psychiatrist filling in and any rehabilitation plan.



Also at the time of inclusion in the facility, the Guest or his family members must indicate the name of the person to be contacted in case of urgency and the person to be informed about the state of health.

Reception

At the time of admission, the Guest will be accompanied to the floor, to get to know the insertion environment and the staff in charge.

The latter will help to arrange the guest, his equipment and any aids to help the person.

We would like to remind you that the kit, while having to 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 clothing), and in such a number as to allow several changes even on the same day, if necessary.

RECOMMENDED PERSONAL BELONGINGS

- Pajamas & Nightgowns
- A dressing gown
- A bathrobe
- Suits
- Undershirts and briefs
- Napkins for bedridden
- Face towels
- Bidet towels

To promote continuity with previous life habits and to make the person feel at home, it is possible to bring small personal belongings, not of value.

PERSONAL HYGIENE PRODUCTS

- Shower gel
- Shampoo
- Comb
- Paper tissues
- Storage envelope
- Denture holder (if needed)
- Talcum powder
- Moisturizing body cream
- Deodorant
- Toothpaste and Toothbrush



6. Opening hours and methods of access

The *R.S.A. Minturno Poggio Ducale* is open to relatives and friends of guests **every day from 9.00 to 12.00 and from 17.00 to 19.00.**

The Management, for justified needs of the Guests, may authorize family members to stay with their relatives temporarily beyond this time. The request will be forwarded through the head nurse.

Internal Non-Health Care (ANS) - CAREGIVERS

Following the regulations 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 organizations
- individuals delegated by the patient or relative, who carry out non-health supplementary assistance (ANS) functions for a fee

Non-Health Assistants (ANS) who carry out paid non-health care must be equipped with:

- **Certificate of physical fitness**
- **identification cards in which Name, Surname and photo appear**
- **insurance policy for accident risk and for civil liability towards third parties.**

The required documentation must be delivered to the Social Worker.

Having participated in specific qualification courses will be considered a preferential qualification.

The Medical Manager, in the presence of the required requirements, will issue authorizations to provide Non-Health Care.

Caregivers are not allowed access without due authorization. The list of authorized caregivers is available at the Social Worker's office; the Management reserves the right, in the event of non-compliance, to temporarily suspend the authorization and in the event of serious non-compliance or misconduct, to revoke it definitively.

REGULATIONS FOR SUPPLEMENTARY NON-HEALTH CARE (ANS) - CAREGIVERS

Non-Health Care Workers - ANS:

- They take on the assignment upon written request from the Guest or family member, presented to the RSA Medical Manager, by delivering the required documents to the URP-Social Worker Office;
- They collaborate with the staff of the facility without replacing each other in the task of nursing staff;
- They must support the Opsite without interfering or hindering the operations of the ward staff;
- They must not practice medical-nursing health maneuvers;
- They must be authorized by the RSA Medical Manager to perform the administration of meals;
- They must maintain absolute secrecy and confidentiality on the health information of the Guests;



- Guests with PEG or SNG cannot assist because they are entrusted exclusively to the ward nursing staff.

Non-Health Care workers are also required to:

- Observe both personal and community hygiene standards, collaborating with the staff responsible for keeping the premises of the Nursing Home – RSA in optimal cleaning conditions;
- Wear a gown over the dress of a different color from the staff uniforms, with the identification card placed on the gown; provide protective gloves;
- Do not make the Guest leave the ward during visiting hours, in any case notify the staff of the removal;
- Do not administer medication or store medicines in the Guest's bedside table or cabinet;
- Respect and make the Guest respect the smoking ban in all the premises of the Nursing Home -RSA;
- Do not bring food, alcoholic beverages and spirits;
- Collaborate so that relations with the staff of the Nursing Home – RSA are based on the utmost and reciprocal fairness and collaboration.

7. Individual and group meeting arrangements with guests and family members

Each guest can receive visits from relatives and friends; however, it is necessary that these visits are not an obstacle to the health (medical, nursing, rehabilitative) and welfare activities carried out at the **R.S.A. Minturno Poggio Ducale** 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 designated for socialization.

Inside the **R.S.A. Minturno Poggio Ducale**, in fact, there are special spaces for meetings and socialization: multipurpose room and common living room intended for collective recreational and socialization activities available to guests and their families.

8. Exit permits and transfers

Guests can leave with the authorization of the doctor in charge, but they will also need the permission of the ASL if the overnight stay will be outside the structure

Within 10 days of accommodation, hospitalized guests must continue to pay the hotel fee, after ten days, they will also have to pay the health fee; this even if the hospitalization will be in a hospital.

The Guest's transfers to health facilities can take place urgently and therefore with the 118 vehicles, or planned (for diagnostic tests / specialist visits) and then using the affiliated ambulance (costs to be borne by the Guest).

For reasons of safety and protection, the exits of Guests must be reported in the appropriate register and authorized



9. Internal Regulations

For the best performance of your stay at our facility:

- ✓ **Guests, their families, visitors and ANS** are required to **observe** both personal and community hygiene rules, collaborating with the staff responsible for keeping the premises of the *R.S.A. Minturno Poggio Ducale* in optimal cleaning conditions.
- ✓ **Guests/RSAs must be available** for visits by the medical director and/or family doctor according to the agreed time.
- ✓ **Guests must not take any other drugs** than those administered by nurses in order to avoid possible harmful effects from association. It is forbidden to store medicines in bedside tables or wardrobes for safety reasons.
- ✓ It is necessary to **avoid unnecessary noise** and use audiovisual equipment with the utmost discretion so as not to cause annoyance or damage from noise pollution to other guests.
- ✓ For your own safety and in compliance with the law, **smoking is strictly forbidden** throughout the hotel.
- ✓ For the decorum, aesthetics and hygiene of the RSA, **it is not allowed to hang** linen or anything else from the window.
- ✓ Considering that *the R.S.A. Minturno Poggio Ducale* provides meals using a dietary menu specially designed for our guests, **it is not recommended to bring food and in particular alcohol and spirits. It is forbidden to bring perishable food.** For special problems regarding nutrition, you can contact your general practitioner and/or medical managers.
- ✓ The relationships between the Guests, their families, the visitors, the ANS and the staff of the *R.S.A. Minturno Poggio Ducale* must be marked by the **utmost and reciprocal understanding**, cordiality and fairness as required in every civil community.
- ✓ Guests are informed that the Administration **is not responsible for objects and money** stored by them.
- ✓ For the protection of privacy, **it is strictly forbidden to photograph and film** inside the wards

FIRE REGULATIONS

In all the inpatient wards of the *R.S.A. Minturno Poggio Ducale*, an emergency plan has been prepared with specific operating procedures to be implemented in the event of a fire. The staff has been trained to assist Patients and Guests in emergencies.



THIRD SECTION

Quality standards, commitments and programmes

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).

The health workers of the **R.S.A. Minturno Poggio Ducale** operate according to 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 and aimed at levels of excellence in terms of punctuality, courtesy, professional ability.

In order to achieve these objectives, the constant attention paid by the Management and the Responsible Doctor to the appearance of any signs of inefficiencies that are promptly taken care of and managed is of fundamental importance.

Moreover, with the adoption of a **Quality Management System** compliant 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.

The **R.S.A. Minturno Poggio Ducale** 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 did not allow them to be achieved.

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

Privacy Policy

All operators are required to maintain the utmost confidentiality on 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 for the reception of patients as a direct point of contact with the structure in order to improve knowledge of the needs of guests and their families and to solve some problems.

Maximum confidentiality is guaranteed with regard to all personal information, the Head of the service is the Social Worker who receives on Mondays, Wednesdays and Fridays from 9.00 to 13.00



FOURTH SECTION

Mechanisms of 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 definition of complaints** – in whatever form they are presented, it consents indeed favors the activity of the Participation Committee, the presence of any voluntary associations and/or associations for the protection of the rights of the sick and/or elderly person,

Participation

The function of participation is carried out through the following methods:

- ▷ 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;
- ▷ 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 presented verbally or in writing at any time to **the Public Relations Office - URP**

The Management undertakes to respond within 10 working days.

2. Participation Committee

On the basis of art. 3 of the DCA of the Commissioner ad Acta u0076/8.March 2013, the **Participation Committee** was established which aims to represent the interested parties at the service of the RSA, and provide 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 voluntary associations that may be present in the RSA, representatives of trade unions (pensioners), meets at least twice a year.

2. Protection associations

The Management reports the presence of associations that aim to represent and protect the sick, the elderly and in any case 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 the Rights of the Sick. The Tribunal for the Rights of the Patient (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.

The TDM is: **Cittadinanza attiva onlus** Via Flaminia 53 - 00196 Roma Tel 06.3671.81 - Fax 06.3671.8333 for **general information** (the following address has been prepared for all those who want to know more about Cittadinanzattiva) mail@cittadinanzattiva.it

- **Community of San Egidio – Patient Care Sector – ROME** Piazza S. Egidio 3/a 00153 Rome email: 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.)** – headquarters in V.le Regina Margherita, 239 00198 Rome - Tel. Tel. 06 5132000

3. Satisfaction of Guests and their families

The **R.S.A. Minturno Poggio Ducale** guarantees the realization of surveys on the degree of user satisfaction by promoting the **administration of questionnaires**, surveys and direct observations. In this regard, a questionnaire is attached to the Service Charter that the Guest or family member is asked to fill in and deliver to the RSA Management.

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

