

Dissemination of information

Effective communication and dialogue enhance the relationship with the Resident and improve the efficiency of the services offered. To this end, the Residence periodically promotes appropriate communication projects designed to ensure better dissemination and accessibility of information on the activities carried out and the services provided.

Satisfaction assessment and complaints form

Periodically, an anonymous assessment questionnaire is given to Residents’ family members or to the Resident in order to measure satisfaction. The information collected through this procedure makes it possible to compile statistics that help optimize the operation and quality of the services offered.

Family members may submit a complaint using the specific form available, placing it in the dedicated container, or through the website at <https://www.siareservizisanitari.it/>. Complaints will receive a response within 10 days.

Information

All information relating to the activities of the Residence may be requested at the designated office in the entrance hall.



SERVICE CHARTER

**RSA SACRO CUORE
LANUVIO**

RESPONSIBLE PHYSICIAN	LEGAL REPRESENTATIVE	ADMINISTRATIVE DIRECTOR
 	 	

Dear Client,

We invite you to read this Service Charter so that you may become familiar with our organization, the types and methods of delivery of the services offered, the quality standards, our commitments and future programs, as well as the means available to protect you against acts or conduct that deny or limit access to services and, more generally, against any service disruptions.

We are confident that this tool will allow you to access the services offered with greater awareness and, thanks to your kind cooperation, will support the commitment of our staff.

A form for reports and suggestions is attached to this document. It may be used to point out more or less critical situations, or simply to provide indications and ideas for improving our service.

Hoping that our services will meet with your satisfaction, we extend our kind regards.

THE LEGAL REPRESENTATIVE
Giuseppe Greco

Administrative Director Medical Director
Flavio Battisti Dr. Rosario Maria De Rose

Leave permits

The Resident may leave the Residence with prior authorization from the Facility's Responsible Medical Officer (for leave of up to 6 hours), accompanied by the Resident's authorized representative. The permit must be requested sufficiently in advance using the appropriate form completed by the Resident or, if the Resident is unable to do so, by a relative (stating the relationship), and delivered to the Head of Nursing Services. For leave exceeding 6 hours, clearance must also be requested from the general practitioner.

Smoking

Smoking is strictly prohibited in enclosed areas of the Residence. All staff working in the Facility are responsible for monitoring compliance with the ban. It should also be remembered that smoking in areas where it is prohibited, due to the presence of smoke detectors, may trigger the alarm and the resulting procedures for alerting the competent Authorities. For one's own health and that of others, this prohibition must be respected and enforced.

Accident prevention

Pursuant to Law 81/2008, Residence staff are trained to intervene to control fires and protect Users' safety. In the event of a risk situation (fire, smoke, power outage, earthquakes, etc.):

- Avoid panic; rely on and strictly follow the instructions of staff on duty; do not use the lift unless authorized by staff on duty.

Staff

Healthcare staff assist and support the Resident during the stay in the Residence in order to improve the service and the functionality of the services provided.

Discharge from the facility

At the time of discharge, please empty the wardrobe of all personal belongings. Any luggage may be stored in the warehouse for a maximum of ten days.

Personal care

Paid services are available for:

- Barber; hairdresser; podiatrist.

To make a booking, contact the Reception Office directly or call 06/9376933.

Laundry service

An external laundry service for personal clothing is available at the Resident’s expense. Garment labelling is handled by the laundry service.

Meals

Nutrition is an important aspect of therapy. After learning about dietary habits and taking into account religious beliefs and information from General Practitioners, and under the supervision of the Facility’s Responsible Physician, the dietitian prepares the most suitable diet for each Resident.

Depending on health conditions and/or the Resident’s wishes, meals may be eaten in the Resident’s room or in the facility dining room.

Meal times: breakfast from 8:00 a.m.; lunch from 12:00 noon; dinner from 6:00 p.m.

Access to the Residence

The Residence is open every day and visits are permitted from 10:30 to 11:30 a.m. and from 4:00 to 5:00 p.m. A maximum of two people at a time may enter Resident rooms during visiting hours. During these times, Residents may receive visits from relatives and invite friends into common areas, in appropriate numbers and under conditions that do not compromise the rights of other Residents. Daily booking of visits is required to ensure correct and smooth management of visitor flows.

Responsible Physician visiting hours

The Responsible Physician receives family members by appointment from 11:00 a.m., so as not to interfere with the normal activities of the Residence. Appointments may also be requested by telephone directly through the switchboard/administration.

RSA SACRO CUORE

Residential Health Care Facility

This Service Charter has been prepared in accordance with the contents of the Directive of the President of the Council of Ministers of 27 January 1994, “Principles governing the provision of public services”, and refers to the contents of the Decree of the President of the Council of Ministers of 19 May 1995, “General reference framework for the Charter of public health services”.

The “Service Charter” of RSA Sacro Cuore is primarily intended to make it easier for Users to access and use the services offered. It may also be regarded as an instrument for protecting the right to health, since it gives the Citizen-User the possibility of exercising effective oversight over the services provided and their quality.

Through this document, the Residence intends to encourage conduct aimed at improving the relationship between public bodies and citizens.

This document should be interpreted dynamically, as it will be subject to continuous review, improvement and integration, not only because circumstances may change, but also in pursuit of the various improvement objectives established by the Residence itself.

After the date of this document, changes may occur to the regulations, services or timetables indicated. Clarifications and information may be obtained by calling the Residence at the telephone numbers provided in this document.

SECTION ONE

PRESENTATION OF SIAR SOCIAL COOPERATIVE COMPANY, LIMITED LIABILITY, AND FUNDAMENTAL PRINCIPLES

Institutional purposes and organization

Historical background

The SIAR Social Cooperative was established on 11 March 1998 to provide social and healthcare services. During these years of activity, a process of study has been undertaken addressing issues such as the organization of hospital wards, the analysis of processes for implementing internal transport rationalization services, and the development of organizational, management and care models for residential healthcare facilities (RSA).

Building on this important experience, SIAR began a process of qualitative and quantitative growth, progressively increasing the number of activities carried out. It is duly registered in the Prefectural Register under the social cooperation section.

It is a member of Confcooperative, which carries out annual checks on proper management and on the existence of the mutualistic characteristics typical of cooperatives.

It is also registered with the Court of Rome and the Chamber of Commerce. By Lazio Regional Executive Decree no. 43/2000 of 24/01/00, pursuant to Regional Law no. 24 of 27/06/96, it was entered in the Regional Register of Social Cooperatives - Section A, "Cooperatives managing social-health and educational services". By Regional Executive Resolution no. 2202 of 30 October 2000, SIAR was entered under no. 171 in the list of non-profit institutions and organizations operating in the health and social-health care sector in the Lazio Region.

SIAR therefore operates with proper administrative, social-security and accounting management in compliance with current legislation, relieving Clients, with regard to employed personnel, of any burden or liability toward the tax authorities and social-security institutions.

Under Law 633 of 1972 on VAT, our services benefit from a reduced tax rate of 4%.

The cooperative also holds UNI EN ISO 9001:2015 Quality Certification for sectors EA 38d and 38f, obtained through the certification body ODC - SGS, first issued on 5 December 2003, with the scope: "Provision of nursing, care, audiometric and auxiliary services at healthcare facilities. Design, Management and Provision, in residential settings, of social-health and educational-rehabilitation services/facilities, including services relating to ageing, disability and Psychiatry".

ISO 45001:2018 certification for sectors EA 38f-38d was obtained on 27.01.2011 through Quaser Certificazioni s.r.l., with the same scope as the quality certificate.

COMFORT

Cleaning

The room must be kept tidy and clean. To facilitate a more efficient cleaning service, linen and personal belongings should be stored in the wardrobe or bedside cabinet provided. It is also prohibited to keep chairs or deckchairs in the room; keep flowers and plants in the room unless authorized in advance by the head nurse; bring in animals; or bring in food other than mineral water.

Staff call systems

Call devices are installed in every Resident room. Their operation is described below:

- A control panel connected to the bedhead unit can be used, when necessary, to call nurses, switch on the room light and switch on the personal reading light.
- In the bathroom near the door, a control panel can be used to call nurses and cancel the nurse call.
- In the bathroom near the shower area, an additional pull-cord call button can be used to call nurses when necessary.

Residence staff

Residence staff can be identified by an identification badge showing the operator's name and professional role. In addition to the professional roles previously indicated, other personnel work at RSA Sacro Cuore, including qualified technical staff and personnel from external companies.

Tips

All staff are available to assist and care for the Resident in the best possible way. These duties fall within the normal responsibilities of the various professional roles and therefore no healthcare worker may accept tips. Any conduct differing from the above must be reported to Healthcare Management for the appropriate action.

Religious assistance service

Residents receive spiritual assistance from parish priests, who celebrate Holy Mass each week in the Residence chapel on days preceding holidays (4:30 p.m.). For Residents of non-Catholic faiths, where spiritual assistance is requested, the administration will make arrangements with representatives of other religions.

ADDITIONAL SERVICES

Safekeeping of money and valuables

Dozens of people pass through the Residence every day and, despite supervision, it is not possible to rule out unpleasant incidents. Residents are therefore advised to keep only small amounts of money and/or low-value items in their room. Money and valuables may also be deposited with the Administration, which will issue a receipt. The Residence cannot accept responsibility for items and valuables that have not been deposited.

Mail, Fax

Mail may be received at the Residence, taking care to specify on the envelope “User admitted to RSA Sacro Cuore...”. Outgoing mail may also be handed directly to the head nurse. For sending or receiving urgent documentation, fax (06.23.23.34.12) and e-mail are available at Reception. The Residence also has a website (www.rsasacrocuore.it) where this and other information can be found.

Taxis and Ambulances

The Switchboard or Information Desk may also be contacted to request a taxi. If ambulance transport is required at the time of discharge, the User is expected to bear the cost.

External relations

Management handles public relations and contacts with the media through its institutional corporate-management representatives.

Since 2009, it has been accredited in the Single Municipal Register of the Municipality of Rome, Elderly section, for the Home Care service.

SIAR also manages the following residential facility:

- RSA “Alessandrino”, Via delle Susine 87 - Rome, with 55 beds.

Telephone: 06-2312170

E-mail: amministrazione@rsaalessandrino.it

Medical Director: Dr. Maddalena Ragazzo

Facility Director: Mr. Flavio Battisti

RSA SACRO CUORE

Characteristics and care purposes

The RSA ensures the performance of the following functions throughout the year and in compliance with the management standards established by the Lazio Region:

1. Care function

- Assistance with activities of daily living (getting in/out of bed, dressing/undressing, washing and using toilet facilities, eating, moving within the room and the facility).
- Assistance with non-routine basic activities.

2. Healthcare function

- Medical care (coordination of healthcare staff, basic medical care, hygiene and health monitoring).

- Nursing care (nursing activities in cases of incontinence, pressure sores, constipation, insomnia, nutrition, etc.).
- Psychological activities for problems of regression, passivity, apathy, lack of confidence, etc.
- Pharmaceutical assistance (administration of pharmaceutical products prescribed by the general practitioner, use of products and aids for incontinence, etc.).
- Rehabilitation care (exercise, physiokinesitherapy, bed mobilization, etc.).

3. Social function

- Coordination with social and territorial services and other social-health facilities.
- Assessment and monitoring of social, recreational and occupational therapy services performed.

4. Recreational function

- Recreational activities.
- Occupational therapy activities.

5. Hotel/accommodation function

- Collective catering; laundry/wardrobe; cleaning and tidying of common areas.

6. Administrative (and miscellaneous) function

- Management, coordination, secretarial services, accounting, procurement and personnel management.
- Maintenance of movable and immovable property; utilities; purchase of movable goods, foodstuffs, services and various consumable products.

The Facility

The Municipal Administration purchased the building of the Salesian Institute “Sacro Cuore”, built in 1931 by Salesian architect Giulio Valotti and renovated in 1953. It stands in the Municipality of Lanuvio on an area of 14,000 sq m, in an elevated panoramic position close to the town centre.

The remains of the Temple of Juno Sospita are also located in the area. The building consists of two above-ground floors with a total volume of 7,490 cubic metres. It is surrounded by green space particularly suitable for residents. The area is healthy and quiet, with favourable weather and climate conditions, and is well served by roads and public transport. Access is provided by a vehicle entrance and a pedestrian entrance leading to the main courtyard and hall, as well as a secondary courtyard serving the general and technical service entrances.

Upon admission, the User is given the Internal Regulations containing information about the Residence.

Request for Medical Records

After discharge, the Resident may request a photocopy of their Medical Record from the Responsible Physician of the Residence as follows:

- 1 - Complete the appropriate form, available from the administrative office.
- 2 - The cost for collecting the record relating to the Resident’s stay is €18.00 (delivery time: 7 working days).

Rehabilitation treatments

Rehabilitation treatments are provided within the Residence. The main services are:

- Individual exercise; postural exercise; functional re-education; neuromotor re-education; neuropsychological re-education; respiratory re-education; active, passive and assisted mobilization.

VOLUNTEERING

The residential facility welcomes and values the contribution of voluntary associations of a social, recreational, cultural, environmental and similar nature that wish to contribute to recreational activities, using available spaces for activities also open to people from outside and thereby ensuring an ongoing link between Residents and the community. Such contribution must be coordinated and integrated into the programs that the Residence intends to carry out, on the basis of a formal request from the proposing association. Management maintains relationships of cooperation, study and research with voluntary associations so that recreational and activity programs increasingly reflect Residents’ requests and needs. Associations mentioned include the Community of Sant’Egidio, the “Legio Maria” parish group and the Caritas group of the Parish of Lanuvio.

FACILITY COMMITTEE

A facility committee meets within the RSA and is composed of a representative of volunteers, a trade-union representative (CGIL/CISL/UIL), a representative of Residents’ family members and a representative of the Residents. Their contact details are available on the facility notice board. Their objective is to liaise with Administrative and Healthcare Management in order to improve the service provided.

...provides individual Residents and the Community with expressive means and communication tools suited to each user's perceptual potential and ability to understand, in order to encourage personalized participatory choices in full respect of individual rhythms of life and inclinations. Information on socio-cultural events promoted in the community and on international events is guaranteed through the regular provision of newspapers and magazines and various forms of internal communication in the Residence. Residents are also encouraged to communicate their thoughts actively through personal creative expression and critical reflection, strengthening the dignity of each Resident's individual role within the Facility. Each Resident is also encouraged to become aware of the environment, so as to use spaces as safely as possible and enjoy the facility as a whole by independently choosing the places best suited to personal needs or inclinations.

Items required for admission to the Residence

At the time of admission, the Resident must have:

- ASL assessment; identity document; health card; tax code; any healthcare co-payment exemptions; ISEE; document and contact details of a family member.
- Certificate from the attending physician stating health condition and current therapy.
- Medication required for one week of therapy.

In addition to personal hygiene items (liquid soap, shampoo, shower gel, toothbrush, comb, razors, nail kit, etc.), please bring:

- 1. Comfortable shoes; 2. T-shirts; 3. Underwear; 4. Cotton socks; 5. Pyjamas and/or nightgown; 6. Dressing gown; 7. Front-opening tracksuit; 8. Towels and bathrobe.

Several changes of underwear and T-shirts are recommended so that care staff can ensure constant Resident hygiene. Residents are required to personalize all clothing with permanent marking and/or a label bearing the Resident's name.

Location and transport

RSA Sacro Cuore is located in Lanuvio at Via San Lorenzo 12, near the town centre.

Public transport to reach the Residence:

- From Roma Termini (FS): take line FR4 (Velletri) for 8 stops; get off at Lanuvio; take the scheduled bus to Piazza San Carlo; walk 200 metres to Via San Lorenzo 12.

Main contact details

Switchboard: 06.93.76.933

E-mail: amministrazione@rsasacrocuore.it

www.siareservizisanitari.it

from the BYLAWS of SIAR Soc. Coop. Sociale:

“Purpose and Object”

art. 2

The Cooperative, having no speculative purpose and being inspired by the principles of mutuality and social solidarity, aims to carry out social and healthcare assistance activities for elderly people, minors, people with disabilities, disadvantaged persons, drug addicts, alcoholics and marginalized people in general (...)

The Cooperative may establish and manage suitable facilities (...), such as day centres for elderly people, recreational, cultural and social centres; it may also directly manage, or manage under agreement with public bodies or private companies, suitable protected residential facilities for elderly people, minors, people with disabilities, etc.

The Cooperative may establish and manage vocational training or refresher activities (...) in the social-health sector, and promote debates, studies and research useful for this purpose.

The Cooperative aims to:

- care for and assist elderly persons, including at home (...), in order to enable effective integration into the social environment;
- provide a support service for families (...);
- provide motor therapy, speech and language therapy services (...);
- contribute, through appropriate agreements, to arrangements with public and private organizations such as medical practices, outpatient clinics and healthcare facilities in general. (...)

THE LIFE PROJECT AND THE INDIVIDUALIZED CARE PLAN

The organization of the reception service is structured so that the effective application of the Residence’s philosophy of life can be carefully verified in the small acts of daily care. The spirit behind the life project used at RSA Sacro Cuore starts from the premise that each Resident must be regarded first and foremost as a Person, before being defined as “Elderly”. This makes it more immediate to seek the person’s identity across the whole of life, viewed prospectively, with a past rich in values and a future that is still possible and desirable. The present can therefore be seen as “becoming”, restoring to the elderly person a planning dimension for tomorrow that makes them the main protagonist of their own life within the Residence.

Every Resident who is admitted brings a unique and unrepeatable wealth of experience. The Multidisciplinary Management Team, coordinated by the Facility Director and composed of the Medical Director, General Practitioner, Nursing Coordinator, physiotherapists, Professional Educators and/or occupational therapist, with support from other professionals as consultants, is responsible for gathering this psycho-social background directly from the Resident or a family member through the tools used to prepare and develop the P.A.I. (Individualized Care Plan), which is drawn up for newly admitted Residents.

Each Resident is thus included through a personalized project aimed at respecting individual dignity and decorum, protecting personal identity in any physical or psychological condition, and seeking a social role that can be offered again to the Resident through new individual and community participation experiences, while valuing and supporting continuity in the network of emotional relationships.

The Resident therefore has the fundamental right to be assisted by Staff in an attentive and welcoming manner. The main objective of the Individual Project is the personalization of care according to the needs of the individual User, while respecting psycho-physical health and safety. The Resident and/or Family members are fully informed of the reference professionals they can contact daily to express assessments and proposals regarding care and relationships or any discomfort experienced.

To guarantee an adequate quality of life, Residence staff follow internal training paths designed to put into practice the general and personalized indications contained in the Tools and Protocols. They therefore have a duty to support proper integration of the Patient, respect the objectives of the PAI and use every possible means to implement its instructions. Particular emphasis is also placed on the quality of relationships, supported by specific internal training in careful and deep listening to the Resident, in order to understand every form of verbal or non-verbal communication. The Resident is guaranteed the right to self-determination and suitable “prosthetic” supports for its exercise even where mental faculties are impaired: the activities team...

Hotel/accommodation services

With regard to catering, the Residence provides the Resident with lunch and dinner including water, and an afternoon snack. Breakfast is provided (tea, coffee, milk, biscuits, rusks). The menu is arranged on a four-week cycle and changes four times a year according to the seasons. Both lunch and dinner include two first-course options, one main course, two vegetable side dishes (cooked and raw), and fresh and cooked fruit. Small pasta in broth is always available as an alternative to first courses, and cold cuts or cheeses as an alternative to the main course. Dessert is served every Sunday and on public holidays.

Educational and occupational activities service

The educational/occupational project is a focal point of life for Residents. Its general objectives, periodically established by Management together with the team of Educators, Occupational Therapists and the Responsible Physician, are based on safeguarding and protecting each User’s personal identity through interventions aimed at developing vital, relational and expressive potential. The project consists of daily activities and workshops held within the Residence, as shown in the monthly activity calendars and internal monthly information publication. It helps create an affective environment in which the Resident is welcomed and valued, while maintaining contact with family and the outside world through a positive network of relationships with the surrounding social and environmental context. This is a gradual and continuous path that helps rebuild self-confidence and self-esteem by enhancing latent or recoverable abilities.

Group activities and individual pathways aimed at improving Residents’ quality of life are proposed daily. Outings in the local area, organized holidays, intergenerational initiatives involving children and young people, and Sunday celebrations involving Families are also planned.

In accordance with international guidelines, the approach to patients with dementia is based on “gentle care” relational techniques as an alternative to physical and pharmacological restraint, a culture that is widely transmitted to staff through ongoing training.

FUNDAMENTAL PRINCIPLES

For the protection of the User, the Residence is guided by the principles laid down in the Directive of the President of the Council of Ministers of 27 January 1994 and the Decree of the President of the Council of Ministers of 19 May 1995, concerning:

EQUALITY

The dignity of the person must be respected at all times in daily life, without distinction based on sex, race, nationality, religion, language or political opinions.

IMPARTIALITY

Attitudes of partiality and injustice must be avoided, meaning non-objective treatment of users.

CONTINUITY

The service must be provided regularly and continuously except where interruptions are regulated or officially announced by law or fall within the organizational aspects of the service.

RIGHT OF CHOICE

The user may freely choose, anywhere in the national territory, the healthcare facility they wish to access.

PARTICIPATION

Information, personalization and humanization of the service are ensured, protecting the User in dealings with the public healthcare system.

EFFICIENCY AND EFFECTIVENESS

The organization and provision of services follow criteria of efficiency and effectiveness.

“CHARTER OF THE RIGHTS OF THE PERSON”

(excerpt from Regional Executive Resolution 14.12.2001 - No. 7/7435)

THE PERSON has the right

To preserve and develop their individuality and freedom; to preserve and have respected, in accordance with constitutional principles, their beliefs, opinions and feelings. To preserve their own patterns of social conduct, provided they do not harm the rights of others, even when they may appear to conflict with prevailing behaviour in their environment. To retain the freedom to choose where to live. To be cared for and treated in the setting that best ensures recovery of impaired function. To live with whomever they wish. To have a relational and social life. To be enabled to express personal aptitudes, originality and creativity. To be protected from every form of physical violence and/or to be enabled to enjoy and preserve their dignity and worth, even in cases of partial or total loss of autonomy and self-sufficiency.

SOCIETY AND INSTITUTIONS have the duty

To respect the individuality of every elderly person, recognizing their needs and implementing appropriate interventions with reference to all aspects of quality of life, rather than exclusively to chronological age; to respect the beliefs, opinions and feelings of elderly people, even when they may appear outdated or in conflict with prevailing culture, seeking to understand their meaning within the history of the population; to respect the conduct of elderly people where compatible with the rules of social coexistence, avoiding “correcting” or “mocking” them, without neglecting the duty to support their better integration into community life; to respect the elderly person’s free choice to continue living at home, providing the necessary support and, where this is absolutely impossible, accommodation conditions that allow some aspects of the previous living environment to be preserved; to care for and treat elderly people at home for as long as possible when this setting best stimulates recovery or maintenance of impaired function, providing all healthcare and social services considered practicable and appropriate. In all cases, an elderly person who is ill retains the right to admission to a hospital or rehabilitation facility for as long as necessary for treatment and rehabilitation; to encourage, as far as possible, elderly people to live with family members, providing appropriate support to the latter and promoting every possibility of integration; to avoid every form of segregation that prevents elderly people from interacting freely with all age groups in the population; to provide every older person with the opportunity to preserve and fulfil personal aptitudes, express emotions and perceive their own value, even if only of an affective nature.

To oppose, in every sphere of society, every form of abuse and domination to the detriment of elderly people. To work so that, even in the most compromised and terminal situations, each person’s remaining abilities are supported, creating a climate of acceptance, sharing and solidarity that guarantees full respect for human dignity.

SECTION TWO

INFORMATION ON THE FACILITY AND SERVICES PROVIDED

TYPES OF SERVICES PROVIDED

The RSA ensures the following services throughout the year, in compliance with the management standards established by the Lazio Region and the National Health Service (S.S.N.) and in accordance with the rules contained in the Residence’s “Internal Regulations”:

Care services

Assistance with activities of daily living (getting in/out of bed, dressing/undressing, washing and using toilet facilities, feeding assistance, assistance with walking); assistance with non-routine basic activities.

Healthcare services

Residents retain their own general practitioner, who provides all services covered by the National Health Service. In emergencies, prompt intervention by the Physician or qualified Nursing Staff is guaranteed according to individual needs. Nursing and rehabilitation services, physical therapy and kinesitherapy are provided. Diagnostic tests, laboratory analyses and specialist visits required by the Resident are ensured in accordance with current Local Health Authority (ASL) and National Health Service regulations. The Residence makes use of ongoing specialist consultancy from a Dietitian and, in health emergencies, also guarantees blood chemistry tests with immediate results.