

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

Minturno Poggio Ducale

Residenza Sanitaria Assistenziale

SISTEMA DI GESTIONE DELLA QUALITÀ CONFORME ALLA NORMA INTERNAZIONALE UNI EN ISO 9001

“RESIDENZA SANITARIA ASSISTENZIALE”

R.S.A

Struttura di assistenza residenziale a persone non autosufficienti, anche anziane – RSA di complessivi 60 posti residenza
(DCA U00061 del 23/02/2017)

*

SERVICES CARD INTERNAL REGULATION*

Direction

Responsible Physician

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

Sede Operativa: Via degli Eroi, 1 – 04026 MINTURNO (LT)

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Sede Legale: Via Farnete, 5 – 03037 PONTECORVO (FR)



SOMMARIO

L'indice è vuoto perché non stai utilizzando gli stili paragrafo che hai scelto di visualizzarvi.

MARCH 2023 UPDATE



WELCOME GUEST

Dear Guest,

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

and we hope that your stay with us will be as serene as possible comfortable, on our part we assure you that there will be commitment and willingness to ensure that this goal is achieved.

We therefore invite you to take note of some useful information for your stay, through this SERVICE CARD, addressed to the Department of the Healthcare Residence, it will be a valid tool for the protection of your rights, understanding how you too can facilitate the work of the operating personnel and to give us the opportunity to improve their efficiency.

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

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

To this end, we invite you to anonymously complete the questionnaire on the "Degree of user satisfaction" which will be periodically delivered to you by the secretarial staff and which you will also find attached to this document.

You will thus be able to express your opinion and propose your observations on the services offered. Your every indication will be taken into consideration to meet your expectations and needs as completely as possible.

Furthermore, to report malfunctions or complaints, you can contact the Administrative Department, while for any other need or information you can contact the staff on duty identifiable by the identification card.

Wishing you a pleasant stay, we send you our best regards

La Direzione della R.S.A. Minturno Poggio Ducale



RSA Minturno Poggio Ducale
SISTEMA DI GESTIONE DELLA QUALITÀ
SERVICES CARD





La R.S.A. Minturno Poggio Ducale,

through the Charter of Services, it provides guests and their family members with a suitable tool to clearly understand the social-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 the Charter of Services, intends to give correct "advertising" of what is offered and guaranteed to its guests:

- w useful information to make easy use of the services and services provided;
- w the ways in which the protection of the guest is ensured;
- w the methods of verifying the commitments undertaken by our structure..

The Service Charter highlights not only the nature and quality of the services, which the personnel 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 on the basis of suggestions and advice from the individual guest.

The Charter of Services must therefore be interpreted in a dynamic key, the Management of the R.S.A. Minturno Poggio Ducale. undertakes to update it annually.

SEZIONE PRIMA

Presentazione della Struttura

1. 1. Introduction

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

- w the promotion of a culture of quality of life, which translates into a continuous valorisation of the person's residual capacities;
- w the recognition of personal rights, the right to autonomy and respect for one's choices, family and social relationships, and a zest for 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 dated 02/23/2017, broken down as follows:

- n.2 cores of 15 pr. each Level of Assistance Maintenance A
- n.2 cores of 15 pr. each Level of Assistance Maintenance B



It is made up of a 4-storey building, surrounded by a large equipped green garden park and equipped with a large internal car park.

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

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

The structure served by 2 lifts is divided as follows:

GROUND FLOOR

- ü Kitchen
- ü Service entrance, toilets, morgue
- ü Staff changing rooms
- ü Local beauty services

FIRST FLOOR

- ü Restaurant
- ü Offices
- ü Gym
- ü Main living room
- ü Secondary stay
- ü Toilets
- ü Entrance
- ü Responsible medical clinic
- ü Employment services

SECOND FLOOR

- ü N. 14 rooms 2 pp.II.
- ü N.2 bedrooms 1 pp.II.



ü N.1 room

ü N.2 infirmaries

ü Room for dining room

ü Local kitchenette on the floor

ü Deposits

ü Bathroom

ü Multipurpose room

ü Safe place

ü Pan washing room

THIRD FLOOR

ü N. 14 rooms 2 pp.II.

ü N.2 bedrooms 1 pp.II.

ü Room for dining room

ü Local kitchenette on the floor

ü Deposits

ü Infirmary/clinic

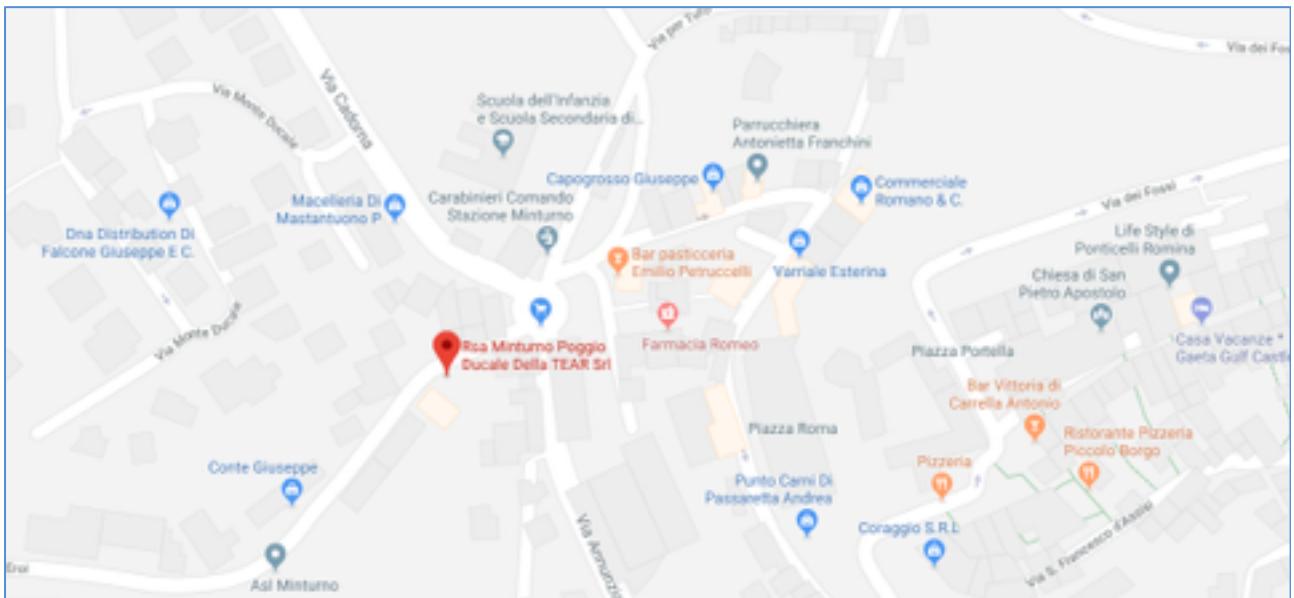
ü Safe place

ü Pan washing room



3. How to reach us and principles of the context

MAP



How to reach us

- By Car: Exit the A1 "Cassino" motorway – SS Cassino -Formia, Minturno
- by train: Minturno station
- by bus: Cotral Primo Soccorso stop

Contacts

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

The R.S.A. Minturno Poggio Ducale, carries out health activities in institutional accreditation relationship 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 dignity and personal freedom, privacy, individuality and religious convictions.

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



4. Fundamental 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. Fundamentals of care

Equality

The R.S.A. Minturno Poggio Ducale undertakes to provide services in compliance with the same rules for everyone 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 "persona", to whom we offer the necessary assistance, aware that they are performing a "vital" service which, as such, must be provided to all those who need it, without discrimination of any kind.

Impartiality

All 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 performed by the staff of the R.S.A. Minturno Poggio Ducale are supplied with continuity, regularity 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 the Guests with courtesy, education, respect and maximum availability.

Participation

Participation in the performance of the service offered by the R.S.A. Minturno Poggio Ducale is guaranteed to the guest or his family both through his direct intervention (formulation of proposals or suggestions to improve the service) and through voluntary associations and for the protection of citizens' rights.

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

Effectiveness and efficiency

At the R.S.A. Minturno Poggio Ducale the service is provided in such a way as to guarantee an optimal relationship between resources employed, activities carried out and results obtained, in



order to produce the maximum possible results both in terms of satisfaction of Guests / family members and of staff gratification.

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

5. Bill of Rights of the Patient and the Elderly

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

"Bill of Rights of the Patient (GUEST for the RSA)" and the "Bill of Rights of the Elderly" summarized below.

5.1. Charter of Patient Rights

Right to life

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

Right to care and assistance

Every person must be treated in science and conscience and in respect of his will.

Right of defence

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

Right to prevention

Each person must be ensured, as far as possible, activities, tools, health aids, information aimed at preventing worsening and/or damage to health and its independence.

Right to speak and to hear

Every person must be listened to and requests must be accommodated to the extent possible.

Right to information

Each person must be informed about the procedures and motivations that support the interventions of which he is the object.

Right to Participate

Each person must be able to participate in decision-making concerning himself (based on his own cognitive abilities).



Right of acceptance

Each person must be accepted as an individual with value and not with a label.

Right to criticism

Each person can freely express his thoughts and criticisms regarding the activities and provisions that concern him.

Right to respect and modesty

Each person must be called by their first and last name and their confidentiality and the concept of modesty must be respected.

Right to privacy

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

Right of thought and religion

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

5.1. Charter of the Rights of the Elderly

The elderly constitute a heritage of inestimable value for society, because the historical and cultural memory of a population is identified with them.

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

w Right to life and personal identity understood as global respect for one's experience, needs and aspirations

w Right to receive treatment which, 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.

w Right to obtain from the Responsible Physician and/or from his General Practitioner clear and complete information on diagnostic tests, prognosis and therapies in compliance with medical ethics.

w Right to identify medical, non-medical and volunteer staff using identification tags with name, surname and qualification.

w Right to address any complaints to the Head Doctor of the department and to obtain an answer.

w Right to know in advance the amount of the tariffs relating to the healthcare and hotel services provided.

w Right to obtain religious assistance.

w Right to maintain one's dignity and worth even when self-sufficiency were to fail.

5.3 Fundamental functions

- The Management of the R.S.A. Minturno Poggio Ducale, on the basis of the basic principles of assistance that it has given itself and respects, guarantees its Guests:



w Information

w Reception

w Protection

w Participation

Information

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

This function ensures that guests or their family members are fully aware of the services, activities and services offered by the RSA.

Reception

Reception within the R.S.A. Minturno Poggio Ducale is carried out by nursing staff and social health operators.

The aforesaid personnel shall ensure that the user is adequately welcomed within the facility 24 hours a day.

• *Patient care*

Entry into the RSA can only take place after submitting a specific application to be submitted to the CAD of the territorially competent local health authority (according to the patient's residence);

- Part of the application must be completed and signed by the patient's general practitioner;
- Following the presentation of the application to the competent CAD, the Asl carries out a home visit and issues an evaluation (which, in general, must always be collected from the CAD);
- This evaluation, together with a negative swab, must be sent to the CAD of Gaeta (Dr. V. Nardi) which authorizes hospitalization in 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 tuition fee (upon presentation of a specific application), where the conditions exist:
- Possession of a disability ascertained by INPS;
- Income, calculated on the RESIDENTIAL SOCIO SANITARY ISEE FOR PERSONS OF AGE-YEARS, lower/equal to € 20,000.00 per year
- To leave the RSA it is sufficient to prepare a voluntary resignation

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

Protection



The function relating to user protection is performed through the activity of the Administrative Department which activates initiatives aimed at overcoming any inefficiencies, receives complaints and ensures their transmission to the office in charge for the decision on the merits.

Participation

The function of participation is realized through:

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

SEZIONE SECONDA

Informazioni sulla struttura ed i servizi erogati

1. The Organizational Model

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

Salient features of the organizational model implemented at the R.S.A. Minturno Poggio Ducale:

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

2. Human Resources

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



- w Responsible Physician - Dr. Gianfranco Falso, graduated in Medicine and Surgery, specialized in Internal Medicine and registered in the Register of Surgeons of Latina with n. 874 from 12/17/1976
- w Director
- w Head nurse
- w Nutritionist
- w Psychologist
- w Social worker
- w Professional nurses;
- w O.S.S.
- w Rehabilitation therapists
- w Occupational therapists and professional educators; Estetista

The personnel present and working in the Healthcare Residence correspond in number and qualification to the regional standards.

3. Healthcare services and assistance provided

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

HEALTH CARE

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

Medical assistance is guaranteed to all guests through general practitioners for all the services provided by the NHS through programmed 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, physical therapy and kinesitherapy services.

Any diagnostic checks, laboratory analyzes 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 is also ensured:

- The drafting of an Individualized Assistance Plan corresponding to the problems/needs of the guest;
- The establishment of a personal medical record containing all the health and social information necessary for the continuity of care, periodically updated;
- Consultation and dietetic control;
- Psychological Consulting.

ASSISTANCE BENEFITS

- Hygienic services: assisted bathrooms, daily personal hygiene



- Assistance in dressing
- Assistance for walking (accompaniment in wheelchair and mobilisation)
- Assistance with feeding
- Changing diapers

There is also a room for beauty treatments (hairstylist 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 provided for dressing by a specialized company designated by the family members who will also have to furnish the funeral home.

In the event that, for any reason, the family member should have the body remain, in any case closed and in accordance with the law, beyond this period he must request it 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 SERVICE

Medical-health assistance is ensured by the Responsible Physician and by the General Practitioners, while at night, if necessary, the territorial emergency medical service is called. In the event of an emergency, the 118 service is activated.

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

NURSING ASSISTANCE SERVICE

Nursing activity is guaranteed every day, within 24 hours. The nurse takes care of the preparation and administration of the therapies, upon medical prescription, carries out the medications, takes samples for blood chemistry tests, checks the vital parameters, implements all the interventions necessary for the maintenance and recovery of health, provides together with the auxiliary for the administration of meals, supervises the work of his collaborators, carries out all the interventions necessary for the well-being of the guest, provides for the change of diapers at night.

BASIC PROTECTIVE 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 clients and carry out control and surveillance interventions to guarantee the person's safety, 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 on a regular basis with the assistance operators. The service is offered both in the gym and at the patient's bed, according to everyone's specific needs.

The service organizes individual and group activities aimed at recovering 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 large and well-equipped gym, 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 itself as a point of connection between what happens inside the structure and what happens outside it.

4. Hotel business and Support services

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

ENTERTAINMENT SERVICES

Entertainment, occupational and recreational activities are regularly carried out within the RSA. Group activities and individual itineraries are proposed daily, aimed at elevating the life of the guests; moreover, parties are 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 voluntary prayer groups.

ADMINISTRATIVE SERVICE

The administrative office, open from 8.30 to 18.00, 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 sum due for the current month and reimbursement of expenses advanced in the previous month.

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

The reception of the delivery of diapers and sleepers that family members bring for their loved ones takes place in the secretariat. The director is in charge of the public relations service.

OPERATIONAL METHODOLOGY

The operational methodology of our residence is based on some essential foundations:

- Reception understood as the ability to take charge of the personnel as a whole;*
- Responsibility as valorisation of people;*
- The centrality of the customer with respect to the whole 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 family;*

- *flexibility understood as the ability to combine customer needs with those of the organization;*

- *participatory management, understood as the co-responsibility of all the actors in the care project.*

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

RESIDENTIAL OFFER

The RSA ensures all the services prescribed by national and regional regulations regarding the management of social-health residences, providing a solution of care and assistance for the non self-sufficient elderly of a health and social-environmental type. The primary 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 two-bed or maximum three-bed rooms, each with its own pro-handicap bathroom and furnished with wooden furniture

CLEANING SERVICE

He deals with the cleaning and maintenance of the environments 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 firm (Plurisan Srl).

LAUNDRY

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

AESTHETIC SERVICES

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

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, the cost of the call is charged directly to the guest

BAR

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

TV

General stays, floor stays, and bedrooms are equipped with TVs



MAIL

The reception provides for the distribution of incoming mail for guests

TRANSFER OF INSTITUTIONS

The transfer of patients to and from hospitals or diagnostic centers is guaranteed. If assistance from company personnel is needed, the cost is borne by the guest. For bedridden guests, transport is organized using ambulances operating in the area, the cost of which is charged to 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 as well as the recitation of the rosary. Users adhering to other religious confessions can freely profess their beliefs.

TIMETABLES OF THE DAY

07.30 – 08.30 WAKE UP AND BREAKFAST IN THE ROOM

08.30 – 10.30 PERSONAL HYGIENE, ASSISTANCE WITH DRESSING, ETC.

10.30 – 12.15 HEALTHCARE, REHABILITATION AND ENTERTAINMENT ACTIVITIES, FREE ACTIVITIES

12.00 – 13.30 LUNCH

13.30 – 15.30 AFTERNOON REST, FREE ACTIVITY AND PERSONAL HYGIENE

15.30 – 16.00 RELIGIOUS ACTIVITY (2 TIMES A WEEK)

16.00 SNACK

16.15 – 18.15 VARIOUS ACTIVITIES, GAMES

17.45-19.15 DINNER

FROM 19.20 PREPARATION FOR THE NIGHT, NIGHT REST

5. Insertion: methods and general information

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

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

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

The patient must come equipped with:



- w Commitment issued by the A.S.L. of Latin;
- w health card;
- w identity document;
- w tax code;
- w ticket exemption;
- w disability report;
- w documentation of any previous hospitalizations;
- w Telephone numbers, fixed and mobile, also of family members and acquaintances.

The patient/guest completes some administrative formalities:

- w fill in the admission form and deliver some documents (or integrate them in the following days);
- w fill in and sign the Declaration of Commitment (Annex A);
- w the Charter of Services is given to him;
- w is informed about some organizational aspects of daily life within the Healthcare Residence.

If the Guest is unable to proceed independently, the responsible relative who accompanies him will carry out the administrative procedures in support or in place of the same, identifying himself and self-certifying the degree of kinship if not appointed as guardian, legal representative or general power of attorney in the name and on behalf of the Guest.

From a health point of view, when the patient enters, the doctor in charge carries out a general visit and so does the nurse on duty for the aspects within his competence. The two evaluations are recorded in the medical record. The facility also uses the Individualized Assistance Plan (PAI) as a tool for customizing the service to be provided.

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

Also at the time of entering the structure, the Guest or his family members must indicate the name of the person to contact in an emergency and the person to be informed about the state of health.

Hospitality

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 aid to the person.

We would like to remind you that the kit, while having to respond to the personal preferences and tastes of the Guest, must include comfortable clothing resistant to high-temperature washing cycles (necessary to guarantee the sanitation of clothing), and in such a number as to allow more change even on the same day if necessary.



RECOMMENDED PERSONAL EFFECTS

- PAJAMAS AND NIGHTGOWNS
- A DRESSING GOWN
- A BATHROBE
- OVERALLS
- UNDERSHIRTS AND BRIEFS
- NAPKINS FOR BEDRIDDEN PATIENTS
- FACE TOWELS
- TOWELS FOR BIDETS

TO FAVOR CONTINUITY WITH PREVIOUS LIFE HABITS AND TO MAKE THE PERSON FEEL AT HOME, IT IS POSSIBLE TO BRING SMALL PERSONAL EFFECTS, WHICH ARE NOT OF VALUE.

PRODUCTS FOR PERSONAL HYGIENE

- SHOWER GEL
- SHAMPOOS
- COMB
- PAPER TOWELS
- BAG FOR OBJECTS
- DENTURE HOLDER (IF NECESSARY)
- TALCUM POWDER
- MOISTURIZING BODY CREAM
- DEODORANT
- TOOTHPASTE AND TOOTHBRUSH

6. Hours and methods of access

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

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

Internal non-health care (ANS) - CARERS

Following the legislation of the Lazio Region prot. no. 63598 dated 16.05.2005, we inform you that Non-Health Care for hospitalized people can be provided by:

- relatives of all degrees
- trusted personnel: friends and acquaintances



- volunteers belonging to associations duly registered in the registers of voluntary organizations
- individual persons delegated by the patient or relative, who carry out the functions of non-health supplementary assistance (ANS) for a fee

Non-medical Assistants (ANS) who provide paid non-medical assistance must be equipped with:

- certificate of physical fitness
- identification cards showing Name, Surname and photo
- insurance policy for the risk of injury and for civil liability towards third parties.

The required documentation must be delivered to the Social Worker.

Participation in specific qualification courses will be considered an advantage.

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

Access by caregivers is not permitted without due authorization. The list of authorized carers 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 incorrect behaviour, to revoke it definitively.

REGULATION FOR SUPPLEMENTARY NON-HEALTHCARE ASSISTANCE (ANS) – CARERS

Non-healthcare workers - ANS:

- They assume the role following a written request from the Guest or family member, presented to the RSA Medical Responsible, by delivering the requested documents to the URP-Social Assistant Office;
- Collaborate with the staff of the facility without replacing themselves in the role of nursing;
- They must support the Guest without interfering or hindering the operations of the ward staff;
- They must not practice medical-nursing sanitary manoeuvres;
- They must be authorized by the RSA Medical Manager to administer meals;



- Must maintain absolute secrecy and confidentiality of Guests' health information;
- They cannot assist Guests with PEG or SNG because they are entrusted exclusively to the ward nursing staff.

Non-healthcare workers are also required to:

- Observe both personal and community hygiene rules, collaborating with the staff in charge of keeping the premises of the Nursing Home - RSA in optimal cleaning conditions;
- Wear a gown over a dress of a different color from the staff uniforms, with the identification card positioned on the gown; wear protective gloves;
- Do not have the guest leave the ward during visiting hours, in any case notify the staff of the removal;
- Do not administer medicines or keep medicines in the bedside table or cabinet of the Guest;
- Respect and make the Guest respect the smoking ban in all the rooms 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 maximum mutual correctness and collaboration.

7. Individual and group meeting methods 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, rehabilitation) and assistance activities carried out at the R.S.A. Minturno Poggio Ducale and that do not disturb the rest of the other Guests.

Visits by children under the age of 12 are not permitted, except in the areas specially designated for socializing.

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

8. Permits for exits and transfers

Guests can leave after authorization from the responsible doctor, but permission from the ASL will also be needed if the overnight stay will be outside the facility



Within the 10 days of overnight stay, hospitalized Guests will have to 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 transfers of the Guest to health facilities can take place urgently and therefore with the 118 means, or planned (for diagnostic tests / specialist visits) and therefore using the agreed ambulance (costs to be borne by the guest).

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

9. Internal Regulations

For the best performance of your stay at our facility:

ü Guests, their families, visitors and NSAs are required to comply with both personal and community hygiene rules, collaborating with the personnel in charge of maintaining the RSA premises. Minturno Poggio Ducale in optimally clean conditions.

ü Guests of the RSA must be available for visits by the responsible doctor and/or family doctor according to the agreed timetable.

ü Guests must not take other medicines than those administered by nurses in order to avoid possible harmful effects from the association. It is forbidden to store medicines in bedside tables or cabinets for safety reasons.

ü 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.

ü For one's own safety and that of others and in compliance with the law, it is strictly forbidden to smoke in the entire structure.

ü For the decoration, aesthetics and hygiene of the RSA it is not allowed to hang laundry or anything else from the window.

ü Considering that the R.S.A. Minturno Poggio Ducale administers 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 particular problems regarding nutrition, you can contact your general practitioner and/or medical managers.

ü Relations between Guests, their families, visitors, NSAs and the staff of the RSA Minturno Poggio Ducale must be marked by maximum mutual understanding, cordiality and correctness as required in every civil community.

ü Guests are advised that the Administration is not liable for objects and money kept by them.

ü For the protection of privacy, it is strictly forbidden to photograph and film inside the departments

FIRE-FIGHTING REGULATIONS

In all hospital 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 Inpatients and Guests in emergencies.



THIRD SECTION

Quality standards, commitments and programs

1. Factors and quality standards

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

The health workers of the R.S.A. Minturno Poggio Ducale 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 provisions of the Ministry of Health.

The Structure has the essential objective of offering Guests a quality service, through an efficient organization, managed by qualified, motivated and capable personnel and aimed at levels of excellence in terms of punctuality, courtesy, professional ability.

For the achievement of these objectives, the constant attention paid by the Management and by the Responsible Physician to the appearance of any signs of disservices, which are promptly taken charge of and managed, assumes fundamental importance.

Furthermore, 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 appropriate evaluations.

The R.S.A. Minturno Poggio Ducale guarantees the verification of implementation of the improvement commitments and quality standards that it sets from year to year, through an annual report (Re-examination) both on the results achieved and on the reasons that did not allow the achievement of the same -Yes.

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 the constant improvement of the quality of the services, monitoring the quality itself and verifying the quality factors and standards

Privacy protection

All operators are required to maintain the utmost confidentiality on information regarding the health conditions of the Guest.

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 particular precautions by the operators during the care and hygiene of the person (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 people 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 information of a personal nature, the person in charge of the service is the Social Worker who receives them on Mondays, Wednesdays and Fridays from 9.00 to 13.00



SECTION FOUR

Participation, protection and verification mechanisms

In order to make the user's protection effective, the Management has identified the procedures to be observed for the acceptance and settlement of complaints - in whatever form they are presented, it agrees 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 achieved through the following methods:

w preparation of operational projects to facilitate the adaptation of the structure and the services provided to the needs of the user;

w periodic surveys of user satisfaction with the services;

w publication of the periodic report relating to the data collected on information, complaints and suggestions.

1. Complaints

All the observations and complaints of 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

Based on the art. 3 of the DCA of the Commissioner ad Acta u0076/8.March 2013 the Participation Committee was established which has the aim of representing the parties interested in the service of the RSA, and providing useful elements to understand the needs of the guests and improve their environment of life.

The Participation Committee, made up of representatives of Guests, representatives of relatives, representatives of voluntary associations possibly present in the RSA, representatives of trade unions (retired people), meets at least twice a year.



2. Protection associations

The Management reports the presence of associations whose purpose is 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 make appeal

Here are some of the most significant:

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

The TDM is: Cittadinanza Attiva onlus Via Flaminia 53 - 00196 Rome 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 Assistance 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. 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 which the Guest or family member is asked to fill in and deliver to the RSA Management.

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