

Charter of services

Livia Tiberina - Rev. 7 of 17/01/2022

Accredited with the SSR



LIVIA TIBERINA

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THE SERVICE CHARTER OF THE RSA LIVIA TIBERINA

Summary

Premise.....	3
PRESENTATION OF THE RSA LIVIA TIBERINA.....	4
Institutional purposes of the service.....	4
Fundamental principles	5
to. <i>Equality</i>	5
b. <i>Impartiality</i>	5
c. <i>Continuity</i>	5
d. <i>Right of choice</i>	5
And. <i>Participation</i>	5
f. <i>Efficiency and effectiveness</i>	5
Description of the structure.....	6
GENERAL PROVISIONS	7
The guest has the right:	7
The guest is obliged to:	7
INFORMATION ABOUT THE RSA AND THE SERVICES PROVIDED	8
Performance	8
Emergency services	8
How to access services.....	8
Rates and payment methods	8
Services	9
Neuro-motor and cognitive rehabilitation	9
Social assistance and voluntary service.....	11
Religious assistance service	12
Ancillary services	12
Comfort.....	12
ORGANIZATION CHART	13
Reception modalities	14
Further information.....	14
QUALITY OF SERVICES	16
Quality commitments and programs	16
Verification of commitments	16
Report on the state of service levels.....	16
Conference of services	16
Surveys on the satisfaction of user citizens.....	16
MECHANISMS FOR THE PROTECTION OF THE USER CITIZEN.....	17
Complaints service.....	17
Complaints Office.....	17
Privacy and protection of confidentiality	17

● ● ● Premise

The information contained in this document is current as of December 2019.
Changes may occur after this date.

This Service Charter was drawn up with the participation of Livia Tiberina's assistance and health personnel and approved by the Management pursuant to the DECREE OF THE PRESIDENT OF THE COUNCIL OF MINISTERS 19 May 1995, (in the Official Gazette 31 May 1995, n.125) and of the GUIDELINES No. 2/95 (ordinary supplement to the Official Gazette No. 203 of 31 August 1995) and DCA 90/2010 of the Lazio Region.

An integral part of the Service Charter is the code of ethics in use in the structure. The most recent versions of both documents are available on the website: <http://www.rsacasadiriposoliviaticiberina.it>- in paper format at our branches.

The Service Charter is updated at least annually.

PRESENTATION OF THE RSA LIVIA TIBERINA

Dear Guest,

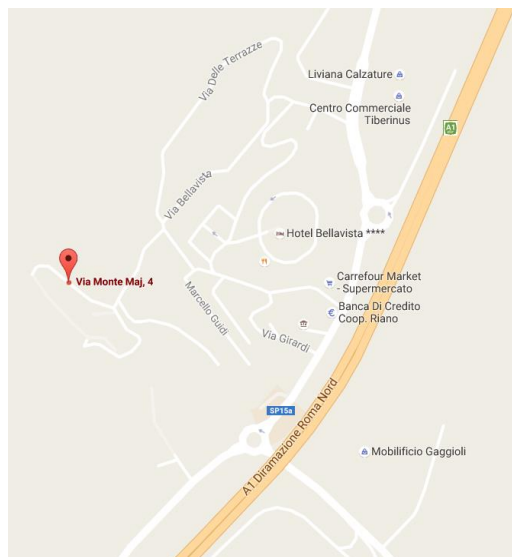
I am pleased to present you the Service Charter of our Structure, whose intent is to make known the activities and services made available and how to access them.

The "Charter" is also and above all the commitment to assist, with professionalism, competence and assistance, those who come to our Structure.

We are convinced that we can still improve thanks, also, to your participation and collaboration and to those who, reading this document, want to constructively report suggestions for improvement. It will be our commitment to evaluate the suggestions received and from these to continue on our path made of care, assistance and research to improve the quality of life for our Patients.

The Responsible Doctor

Institutional purposes of the service



The RSA Livia Tiberina is located in Castelnuovo di Porto (Rm) in via di Monte Maj, 4. It has 35 residence places accredited with the Regional Health Service and consists of a large villa with a panoramic view, surrounded by an equipped and furnished park. In a comfortable and welcoming way. The nursing home is a residential type structure, functional to promote hospitality, health care services for functional recovery, social reintegration, as well as to prevent the worsening of functional and cognitive abilities.

The assistance activity is carried out thanks to continuous medical-nursing assistance (24 hours a day), always attentive to all the needs of the guest with which it is possible to ensure the optimization of the quality of life of each individual resident. Play therapy, physiotherapy and occupational therapy are carried out.

The large park, in the beautiful Tiberian countryside, allows freedom of movement for guests, facilitating contact with nature, while ensuring complete protection assistance.

The residence guarantees:

- health care
- operational models of stimulation of autonomy (even residual) linked to pharmacological therapies and functional rehabilitation (mobilization, rehabilitation)
- global rehabilitation (neuro-motor, occupational, urological, with the aim of achieving a recovery that allows the return to home;
- maintenance rehabilitation (avoid worsening);
- psycho-social reactivation (preventing marginalization and isolation);

- prevention of immobilization syndrome (bedsores, infections, worsening of motor deficits and cognitive impairment, ...) in completely non self-sufficient and permanently bedridden patients.

The overall objective is the recovery of every psycho-physical resource of the elderly using the "normal" daily activities.

● ● ● Fundamental principles

The principles on which this Service Charter is based include the commitment of the RSA Livia Tiberina to respect the rights of patients according to the fundamental principles enshrined in the Directive of the President of the Council of Ministers of January 27, 1994 and by the Decree of the President of the Council of Ministers of May 19, 1995, relating to:

a. Equality

Livia Tiberina undertakes to guarantee equality of treatment in the offer of services provided to all citizens without distinction of age, sex, race, language, nationality, religion, political opinions, customs, physical conditions, mental conditions, economic conditions, structure of personality.

b. Impartiality

Livia Tiberina undertakes to ensure fair behavior to all citizens both on the part of the services and on the part of the staff who work in the structure

c. Continuity

Livia Tiberina undertakes to ensure the qualitative-quantitative continuity and regularity of the services, therapies and assistance: in the event of irregularities or discontinuity in the service, the Structure undertakes to make the patients suffer the least discomfort.

d. Right of choice

Every citizen has the right to choose, in the context of similar services, the structure to which to contact, at the same time the health and assistance staff provide the patient with information, in a complete, clear and understandable way, on the state of health, on possible care paths and on their effectiveness.

e. Participation

Livia Tiberina guarantees citizens the opportunity to collaborate with observations and suggestions for the correct provision of the service and the improvement of the service provided by the structure and, favoring information and the weighted choice of treatments and therapeutic methods, guarantees that the principles set out in this Service Charter are shared and reviewed through the suggestions coming from the various stakeholders (Users, Patients, Associations, Local Authorities, etc.)

f. Efficiency and effectiveness

Livia Tiberina pursues the continuous improvement of the quality and efficiency of services by adopting every suitable measure to achieve these objectives, keeping the patient and his needs at the center.

Description of the structure

The structure has signs along the internal paths and adjacent to the structure and verifies their effectiveness through the satisfaction surveys of patients, family members and visitors, as well as through the complaints service.

The signage is also based on a universal iconographic language.

All the staff display a tag showing the first name, the serial number and the professional qualification.

We have decided to report some of the spaces that the structure offers in the document ...



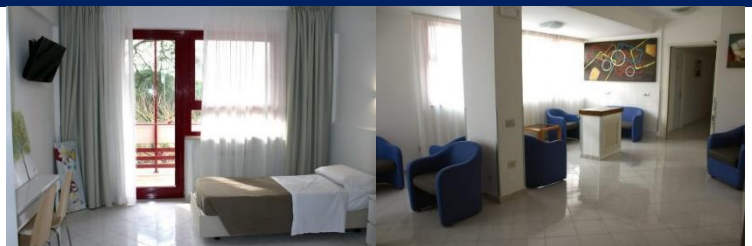
GYM AREA



LOCAL HAIRDRESSER SERVICE AT HOME



THE THIRD FLOOR - DENTAL STAY



GENERAL PROVISIONS

The guest has the right:

- To take advantage of assistance and care in respect of their person and their beliefs
- philosophical and religious;
- To take advantage of religious assistance by hosting ministers of different religions;
- To request a meal in accordance with their religious beliefs;
- To receive information on your state of health, investigations and therapies to which you will be subjected with
- your consent in compliance with the confidentiality and secrecy of such information;
- To maintain social relations with the outside world and to involve family members in the organization
- of one's life within the structure;
- To recognize the assistance staff by means of a name and surname tag;
- have the possibility to report disservices both in writing and verbally;
- To claim the protection of their rights;
- To report irregularities and inappropriate behaviors to the Administrative Management e
- receive a prompt reply;
- To know in advance the rates of the extra services requested.
- To facilitate access to users by affixing signs, readable even from a distance and easy to understand, outside, along the routes and at the entrance to the services, also in English.
- To see the lists of medical care managers and coordinators posted at the relevant services.

The guest is obliged to:

- to avoid disturbing noises during the hours of rest;
- smoking indoors.

It is recommended:

- To encourage the use of common social environments for visiting relatives and friends;
- To notify the administration in times compatible with the service, of any invitations from family or friends to the restaurant, and any relations of guests with the external environment;
- Not to offer tips or gifts to staff. You can express your gratitude with understanding and kindness for the sensitivity and commitment with which it fulfills its own Work;
- To avoid keeping sums of money and valuables with you.

INFORMATION ABOUT THE RSA AND THE SERVICES PROVIDED

Performance

Livia Tiberina guarantees programmed residential care for the following level of care intensity R2

Emergency services

The structure does not take on emergency services. In the occurrence of cases that require emergency interventions, first aid interventions are guaranteed in compliance with Ministerial Decree 388/2003.

How to access services

After having collected the "RSA access form" at your local ASL (CAD - Home Assistance Center), the same form will be filled in by your doctor.

The completed form is returned to your ASL (CAD - Home Assistance Center) who will make an appointment for a medical / economic evaluation of the patient following which an authorization will be issued (in case of eligibility to access the agreed service). on admission to a level R2 nursing home. The authorization issued must be presented to ASL ROMA 4 which is the one on which our Structure depends on the territory.

ASL ROMA 4 will contact the patient as soon as a bed is available.

At the time of acceptance, the name, degree of kinship and contact details of a person to refer to in case of need, as guarantor for the assisted person of the structure, must be clearly indicated to the structure.

Rates and payment methods

The share of the expense payable by the citizen, according to the laws in force, can be paid at our front office and at the administrative office only by bank check and bank transfer to the coordinates:

Bank transfer arrangement on	INTESA SANPAOLO
IBAN	IT 73P0306938970000003010014
ACCOUNTHOLDER	LIVIA TIBERINA SRL

Services

- services of general medicine, specialist, pharmaceuticals under the conditions and in the manner provided for the generality of user citizens
- nursing services
- rehabilitation services
- nutritional advice and control
- services of personal help and protective assistance
- prevention of immobilization syndrome with maximum reduction of the time spent in bed
- hotel-type services including food, accommodation and general services (concierge, switchboard, cleaning of common areas, internal laundry service)
- activities of animation, employment, recreation and connection with the family and social environment of origin
- services for personal care (barber, hairdresser) at the request of guests (at their expense)
- religious and spiritual assistance
- administrative assistance (secretariat, accounting, maintenance)

Our structure contains:

- Single rooms in number of 14 rooms
- Double rooms in number of 3 rooms
- 3-bed rooms in 5 rooms
- indoor kitchen
- dining room on the ground floor and on the first floor
- assisted bathrooms
- medical clinic
- equipped gym
- auditorium
- equipped garden
- chapel
- mortuary
- storage rooms

Neuro-motor and cognitive rehabilitation

The nature of the care needs, which includes mobilization interventions, personal care, rehabilitation and tutelary interventions means that a fundamental role is played by rehabilitation assistance.

Rehabilitation assistance is carried out through:

1. maintenance and recovery of the potential for carrying out basic activities of daily life
2. maintenance and recovery of the potential for carrying out more complex activities

Rehabilitation is entrusted to neuromotor rehabilitation therapists and cognitive rehabilitation therapists on the basis of an individual care project (PAI) carried out within a multidisciplinary team in which a multidimensional assessment is carried out for each patient, the objectives and the plan are defined action. The PAI is periodically re-evaluated by the whole team - in accordance with the law - to verify the effectiveness of the services provided to the patient. The multidimensional assessment is carried out - by specialist branch - by qualified personnel as described by current legislation through the use of appropriate scales.

Neuro-motor rehabilitation takes place in a fully equipped gym through:

- active and passive mobilization to prevent immobilization syndrome
- control and stabilization of walking with assistance
- group gymnastics aimed at improving motor coordination
- use of aids (such as braces, prostheses, etc.)
- magnetotherapy
- passive gymnastics machinery

Cognitive rehabilitation provides a series of activities, customized on the degree of cognitive impairment, on the degree of education, on personal attitudes, aimed at favoring a good space-time orientation, the development or recovery of playful skills, socialization among guests.

The activities are administered to groups of patients divided on the basis of the residual capacities assessed.

THE MULTIDISCIPLINARY TEAM

The service is guaranteed by a team made up of the Physician in charge of the facility and the Nursing Manager, who assess the clinical situation of the guest at the time of his entry into the Facility previously authorized by the CAD of the ASL of territorial competence of the patient. In the RSA the guests then have a general practitioner of free choice who provides visits and prescriptions for drugs or specialist services. The team also includes psychology, dietology, physiotherapy and occupational therapy services. and social assistance.

The team prepares the PAI (Individualized Assistance Plan) with which the structure guarantees each guest a tailor-made and personalized assistance.

NURSING SERVICE

The nursing service is guaranteed 24 hours a day by registered professional nurses and organized according to the regional standards in force.

Operating on the basis of the "code of ethics", the Nurses provide all the nursing care necessary for the guests: oral, topical, intramuscular, intravenous therapy prescribed; samples for blood tests, vital signs, electrocardiograms and medications.

SOCIAL-WELFARE SERVICE

The Service is guaranteed by Social Health Operators (OSS) who are qualified operators and who guarantee basic assistance to all guests of the Residence 24 hours a day.

In particular, they make up for the lack of autonomy of the guests themselves in their essential personal functions, such as daily hygiene, change of linen, mobilization and nutrition.

This service plays a fundamental role: the OSS are in fact the operators closest to the guests, being able to detect their most immediate and special needs.

OCCUPATIONAL THERAPY SERVICE

Inside the Santa Marinella nursing home the occupational therapy service is offered which helps our guests with physical, mental and emotional disabilities to perform the activities required by their daily life, by carrying out a series of recreational activities or even working in order not to numb the intellect and to recover, where possible, memory and vitality.

The goal of occupational therapy is to help a person lead a life that is as self-sufficient, productive, and rewarding as possible.

PERSONAL SERVICES

Hairdresser - Podiatrist

The RSA provides adequate spaces for the hairdresser / podiatrist service through external professionals at the request of relatives and in any case through the RSA secretariat, at the expense of the guest.

Catering / Laundry service for personal items

These services have been outsourced to a work cooperative that provides daily preparation and delivery of the main meals by proposing fortnightly winter and summer menu to guarantee the variety and quality of food using seasonal products, taking into account any medical indications, in order to ensure adequate nutrition.

The foods are fresh and prepared daily. The laundry service for personal linen is available for a fee.

Social assistance and voluntary service

The Livia Tiberina structure is open to the activities of voluntary associations which are recognized as having the ability to provide assistance as well as psychological support, in particular for the frail. The realities interested in entering the structure must contact the management through the normal contact points of the structure (telephone number, email, front-office).

Religious assistance service

Livia Tiberina is committed to respecting cultural diversity and religious beliefs. Upon acceptance, the staff inquires about the particular needs of the user / patient in respect of their cultural and religious diversity.

The religious assistance service is given in collaboration with the parish of St. Lucia of Castelnuovo di Proto and, if necessary, the same takes care of finding in the area adjacent to the structure of referents of other cults who can support the patient's needs for religious beliefs. .

PARTICIPATION COMMITTEE

At the RSA Santa Marinella there is a Participation Committee set up according to current legislation.

MEDICAL ASSISTANCE

The facility offers 24-hour emergency medical assistance to guests of all hospitalization areas through the emergency medical service or 118.

Personal medical assistance is entrusted to General Practitioners within the limits and conditions envisaged for the generality of citizens, in the context of the relative national agreement.

It is therefore necessary that each guest benefits from the assistance of his own general practitioner for medical and health prescriptions and for auxiliary devices.

For guests who do not reside in the city, it is possible to appoint a provisional medical officer based in the territory of Santa Marinella by submitting a specific request to the ASL offices of Civitavecchia, together with the following documentation:

- the declaration of hospitalization issued by the RSA Administration,
- a copy of the registration to the Regional Health Service (choice of doctor),
- a photocopy of an identity document.

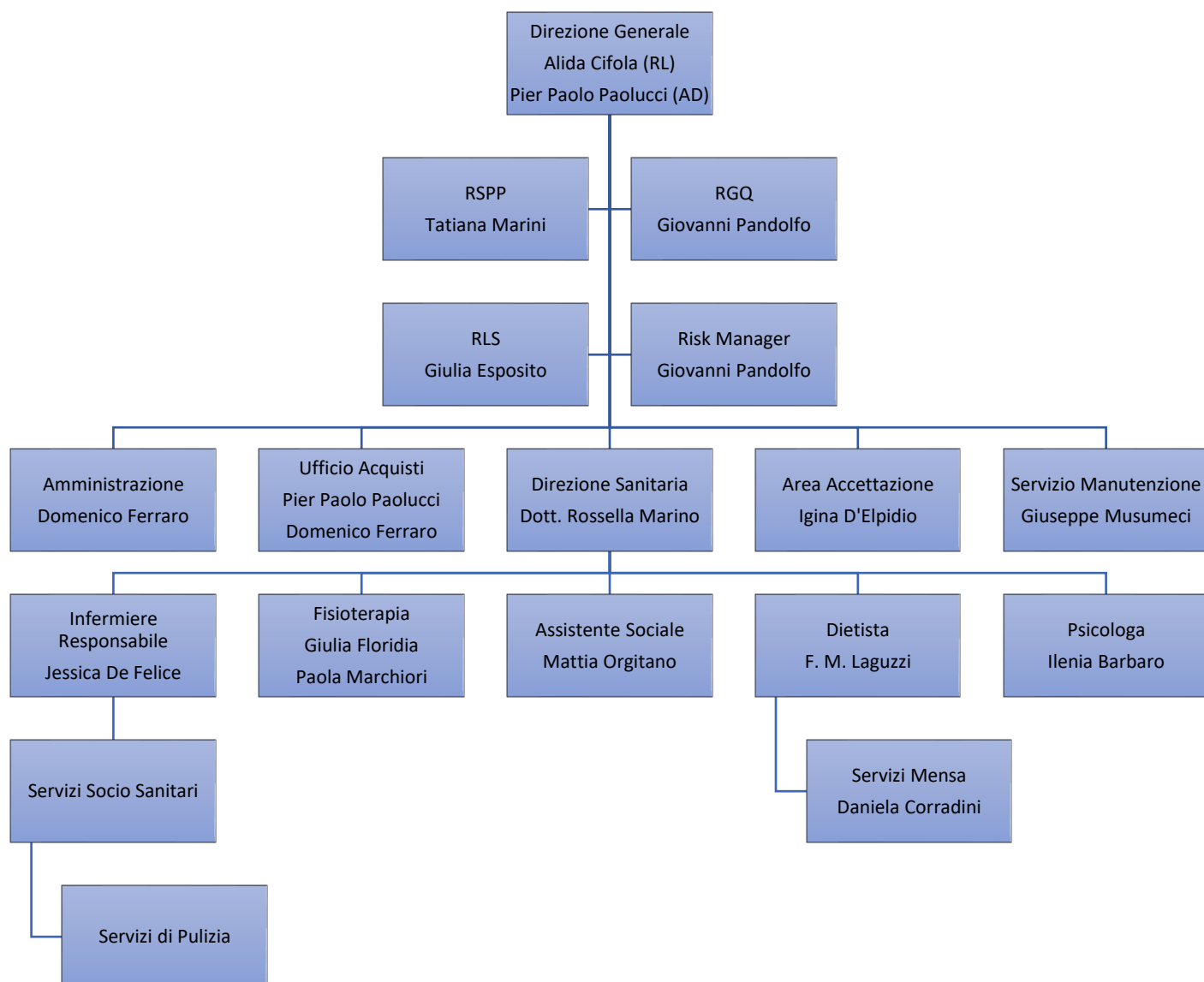
Ancillary services

- Bar
- Newspapers and magazines can be purchased at the request of the guest. The cost of the service is free and only the cost of the purchased good is charged.

Comfort

- All rooms have private bathroom, TV, telephone, call device and functional furnishings.

ORGANIZATION CHART



ACCESS MODE

For access to the RSA it is possible to request information directly at the reception of the structure at n. +39 06 90.73.331.

Upon admission, the time of which must be agreed in advance with the administrative offices of the RSA, and which is generally scheduled from 9.00 to 12.00, except in exceptional cases, the guest must deposit the following documents:

- ✓ informed consent
- ✓ authorization to process personal data
- ✓ identity document
- ✓ Tax ID code
- ✓ ISEE certification
- ✓ registration card with the Regional Health Service (choice of general practitioner)
- ✓ exemption card (if recognized)
- ✓ disability report (if recognized)
- ✓ all medical documentation suitable for reconstructing the guest's anamnesis
- ✓ therapy in progress
- ✓ all information relating to any allergies, intolerances or special dietary needs.

It is also necessary to report whether the guest uses prostheses and / or medical aids (diapers, wheelchair, walker) to regulate or request the relative supply through the prescription of the treating physician and the specialist.

For the stay and stay at the facility, guests are required to pay a daily fee set by the Region which is billed on a monthly basis, in compliance with current regional legislation. In cases where the ISEE income is less than € 13,000.00 per year, the total or partial participation of the Municipality of belonging is envisaged, depending on the amount of income.

The change in the amount of the hospitalization fees will be promptly communicated to the interested parties.

● ● ● Reception modalities

The reception staff presents themselves with an identification tag and collects the first information on users (cultural diversity and religious beliefs, fragility, etc.). Deliver the Service Charter and summarize the functioning of the RSA in order to help the user to orient himself in the structure.

It informs user citizens on the procedures to follow to make complaints and reports.

Furthermore, Livia Tiberina practices user satisfaction surveys as tools for listening to users.

Livia Tiberina's staff is enabled to identify and support those who find themselves in situations, even temporary, of fragility. Medical and nursing staff are ready to respond to the needs with adequate aids.

● ● ● Further information

Healthcare personnel provide the patient and his family with information on the state of health, on possible pathways and assistance interventions, on the clinical course in a complete, clear and understandable way.

These assessments and information refer to the multidimensional assessment activity and to the individual care plan defined for each patient.

Unless the exceptions to the obligation of informed consent provided for by law, healthcare personnel do not carry out diagnostic tests and / or therapies without having first acquired informed consent from the patient and without having provided all the available information on his health and on possible treatments and you hesitate. The staff of the facility answers the patient's questions, so that the same has the opportunity to follow, adequately informed, a specific therapy and diagnostic test. If the patient is unable to understand and evaluate, informed consent must be acquired from the family member, legal representative or legal guardian.

In case the patient refuses or decides to interrupt the therapeutic treatment, the healthcare staff informs the patient and his family about the rights and consequent responsibilities.

During treatment, a professional from the care team is identified as the referent of the assistance provided to the patient and therefore as the person to whom the patient can systematically refer.

To request a copy of the Medical Record or other reports, the patient can contact the Health Department.

RESIGNATION - Transfer to Continuity of Care

The guest present in the RSA cannot leave the structure without the prior authorization of the doctor or healthcare staff.

For an external overnight stay, the request, addressed to the doctor in charge of the RSA, must be submitted well in advance - at least 3 days.

The voluntary resignation of the guest, except in special cases, must be communicated to the Structure at least 3 days in advance in order to activate all the procedures defined to guarantee continuity of assistance to the guest.

QUALITY OF SERVICES

The commitments on the quality of services and the methods for verifying the same using specific indicators are defined below.

Quality commitments and programs

Livia Tiberina has chosen to monitor the quality of the assistance service provided also through a process of definition and implementation of a quality management system that will culminate with the certification in accordance with the UNI EN ISO 9001: 2015 standard on quality management.

Verification of commitments

Report on the state of service levels

Livia Tiberina guarantees the verification of compliance with the commitments declared through an annual report.

Furthermore, Livia Tiberina periodically reviews complaints, reports and suggestions from patients, family members and other interested parties, to identify and take corrective and improvement actions.

Conference of services

Livia Tiberina guarantees the convening of the coordination group of the structure at least once with the aim of reviewing this Service Charter for the purpose of verifying the progress and constant improvement of the quality of services and in order to ensure the participation of operators.

The services conference

The health facility undertakes to convene the Health Services Conference once a year for the purpose of verifying the progress and constant improvement of the quality of services and ensures the participation of operators, patients and their families.

Surveys on the satisfaction of user citizens

Livia Tiberina guarantees the carrying out of surveys on the degree of satisfaction of user citizens, promoting the administration of questionnaires and sample surveys.

The results of these surveys are subject to annual management review.

QUALITY STANDARDS, COMMITMENTS AND PROGRAMS

CORRECT AND CLEAR INFORMATION	Service Documentation	Upon acceptance, the service card is being distributed and affixed the paper European Union for the Rights of the Patient, the code of ethics is available
	Indication of the operators	Each operator is identified with <ul style="list-style-type: none"> • name and surname • function
QUALITY OF SERVICES	Equipment and quality of staff	Compliance with the requirements of the RL standards
	Monitoring of User complaints	Distribution in acceptance of user complaint forms
	User satisfaction monitoring	Distribution in acceptance of the evaluation and approval forms.

MECHANISMS FOR THE PROTECTION OF THE USER CITIZEN

Complaints service

Livia Tiberina guarantees the protection function towards the citizen also through the possibility, for the latter, to lodge a complaint following a disservice or act. In this regard, the appropriate presentation form is available at the reception.

Complaints Office

Complaints are presented at the reception open every day from 08.30 to 20.30.

The RSA receives complaints only in written form and through its own forms.

Provides a response to the citizen user for reports and complaints that arise within 15 working days of receipt of the same.

Privacy and protection of confidentiality

Livia Tiberina guarantees the right to respect for the personal dignity of patient citizen users, confidentiality, as per GDPR. n ° 2016/679 on privacy.

The GDPR 2016/679 has dictated very precise rules on the use of personal data. In this regard, upon admission, the citizen user signs a form that authorizes the Social Health Structure to process personal data exclusively for institutional purposes (relations with the Ministry of Health, the USL Company, the Public Health Agency) in full compliance of what is established by the Law and which provides for the possibility of not letting other people, by the operators, communicate the presence of the hospitalized user citizen. The personal data of user citizens, therefore, cannot have any other use outside of the above.