



SISTEMA DI GESTIONE
QUALITÀ CERTIFICATO
CQY
CERTIQUALITY
UNI EN ISO 9001:2015

**VIVERE
INSIEME**
ASSOCIAZIONE INTERREGIONALE

Charter of Service



*Dear Customer,
we invite you to read this Charter of Services so that you can learn about our
organization, the types and methods of providing the services offered, as well as the
methods for protecting you from any disservices.*

The direction



CERTIFICATO n°
CERTIFICATE n° **66245**

SI CERTIFICA CHE L'ORGANIZZAZIONE
WE HEREBY CERTIFY THAT THE ORGANIZATION

ASSOCIAZIONE INTERREGIONALE VIVERE INSIEME

IT - 88100 CATANZARO (CZ) - VIA DEI CONTI RUFFO 15

NELLE SEGUENTI UNITA' OPERATIVE / IN THE FOLLOWING OPERATIVE UNITS

IT - 88040 FRAZ. MARTELLETTO SETTINGIANO (CZ) – LOCALITA' CARFELLA'
C/O SAN FRANCESCO HOSPITAL
IT - 88044 MARCELLINARA (CZ) – VIA CARLO ALBERTO DALLA CHIESA 10
C/O VILLA S. ELIA

HA ATTUATO E MANTIENE UN SISTEMA DI GESTIONE QUALITA' CHE E' CONFORME ALLA NORMA
HAS IMPLEMENTED AND MAINTAINS A QUALITY MANAGEMENT SYSTEM WHICH COMPLIES WITH THE FOLLOWING STANDARD

UNI EN ISO 9001:2015

PER LE SEGUENTI ATTIVITÀ / FOR THE FOLLOWING ACTIVITIES

SETTORE CODE **IAF 38**

Erogazione di servizi di assistenza socio-sanitaria e riabilitativa in regime residenziale, semiresidenziale e ambulatoriale in Residenza Sanitaria Assistenziale, in Casa Protetta per Anziani, in Centro Diurno per disabili, in Centro Riabilitativo Extra Ospedaliero Ambulatoriale.

Provision of social-health and rehabilitation assistance services in a residential, semi-residential and outpatient setting in an assisted living facility, in a sheltered home for the elderly, in a day center for the disabled, in an outpatient rehabilitation centre.

IL PRESENTE CERTIFICATO È SOGGETTO AL RISPETTO DEL REGOLAMENTO PER LA CERTIFICAZIONE DEI SISTEMI DI GESTIONE
THE USE AND THE VALIDITY OF THE CERTIFICATE SHALL SATISFY THE REQUIREMENTS OF THE RULES FOR THE CERTIFICATION OF MANAGEMENT SYSTEMS

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Marco Martinelli
CERTIQUALITY S.r.l. IL PRESIDENTE
Via G. Giardino 4 – 20123 MILANO (MI) - ITALY



SGQ n. 008 A

Membro degli Accordi di Mutuo riconoscimento EA, IAF e ILAC.
Signatory of EA, IAF and ILAC Mutual Recognition Agreements.



www.cisq.com

CISQ è la Federazione Italiana di Organismi di
Certificazione dei sistemi di gestione aziendale. CISQ
is the Italian Federation of management system
Certification Bodies.

Certificate

CISQ/CERTIQUALITY S.r.l. has issued an IQNET recognized certificate that the organization:

ASSOCIAZIONE INTERREGIONALE VIVERE INSIEME

IT - 88100 CATANZARO (CZ) - VIA DEI CONTI RUFFO 15

has implemented and maintains a/an
Quality Management System

for the following scope:

Provision of social-health and rehabilitation assistance services in a residential, semi-residential and outpatient setting in an assisted living facility, in a sheltered home for the elderly, in a day center for the disabled, in an outpatient rehabilitation centre.

which fulfils the requirements of the following **standard**:

ISO 9001:2015

Issued on: 07/01/2025
First issued on: 07/01/2025
Expires on: 07/01/2028

Registration Number: **IT - 150978 - 66245**


Alex Stoichitoiu
President of IQNET


Mario Romersi
President of CISQ



This attestation is directly linked to the IQNET Member's original certificate and shall not be used as a stand-alone document.

IQNET Members*:

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Cro Cert Croatia **DQS Holding GmbH** Germany **EAGLE Certification Group** USA **FCAV** Brazil **FONDONORMA** Venezuela **ICONTEC**
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* The list of IQNET Members is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com

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Introduction

Dear Sir / Madam,

this document that is presented to you constitutes the “Service Charter” of the Interregional Association Vivere Insieme.

This is an information booklet that will highlight, in a simple and clear way, the health and care services that we are able to offer to guests.

The adoption of the Service Charter constitutes for our Company a document of commitment towards the outside and of direction towards the inside, aimed at the continuous improvement of the Quality of Assistance.



This Service Charter has been drawn up following the reference scheme adopted by the Decree of the President of the Council of Ministers of 19 May 1995 (Official Gazette of 31 May 1995, supplement n.65) and subsequent provisions, it is inspired by the fundamental principles of our Constitutional Charter, referred to in the directive of the President of the Council of Ministers of 27 January 1994.

Presentation of the Interregional Association Vivere Insieme

Interregional Association Vivere Insieme is a company that operates in the social-health sector. Its Centers are accredited with the Regional Health Service and for social and health activities, and high health integration, such as nursing homes and rehabilitation residences.

Who we are

The company, established on 10.01.1991, carries out its activity in the socio-sanitary-rehabilitation sector, through the direct management and in a Temporary Business Association of structures duly accredited by the Calabria Region and having agreements with the competent Provincial Health Authorities.

Our aim

The Vivere Insieme Interregional Association aims to design and provide the management service of social health, welfare and rehabilitation facilities.

The mission

The Vivere Insieme Interregional Association exclusively pursues purposes in the field of health care for people who are not self-sufficient or at high risk of loss of self-sufficiency, providing suitable services to ensure, in addition to adequate health treatment, the best psycho-social conditions.

Who we cure

Users with various degrees of non self-sufficiency, through therapeutic pathways of a socio-health and socio-rehabilitation nature as well as people with disabilities, of any age, who have physical, psychological, sensory, motor, cognitive problems deriving from any cause.

How to support us

Your support with donations and bequests can help us sustain the commitments for the innovation and development of our services.

Contacts

The registered office of the **Interregional Association Vivere Insieme** is located in **Via dei Conti Ruffo, 15 - 88100 Catanzaro**

Tel.: **0961.764109**

Fax.: **0961.760657**

E-mail: **info@vivereinsieme.org**

Pec: **vivereinsieme@pec.it**



Principle of equality and respect

Article 3 of the Italian Constitution, paragraph 2, immediately leads to the need for differentiated treatment aimed at restoring, starting from the peculiarity of the condition of the user himself, his de facto equality with other citizens. Within our reality, this principle is configured as an equal consideration for every single person. This does not mean uniformity of the interventions, but that each activity is personalized, considering the UNIQUENESS of each guest staying within the Health Residence.

Life in the Residence is free from discrimination of any kind

Principle of Impartiality and Objectivity

Each person who provides a service within the structures must operate with impartiality and objectivity in order to ensure adequate assistance.

The assistance service is guaranteed 24 hours a day; a personalized assistance plan is provided for each user, in order to ensure continuity and effectiveness of health and social services. Each intervention is checked in advance and the periodic verification moments can lead to a suspension of the intervention (if the goal has been achieved), to a further extension or to the definition of new strategies.

Right of Choice

Every person, at any stage of the course of his disability or illness, has the right to have his / her autonomy recognized and promoted.

With this term, in our context, we want to express the concept of "space of self-determination" and "self-decision" within a relationship between the person in need and the

services provided. For each guest, in fact, we try to promote her decision in the choices of daily life. For those who are more cognitively impaired, great importance is attached to non-verbal communication, which helps establish a relationship between the person in need and the caregiver. The different professional figures have the task of encouraging and stimulating the choices and the greatest possible autonomy of the guests, in the activities of daily life.

Principle of Participation

We want to encourage the user's active participation in the life of the Health Residence. Participation must involve family members by making them protagonists through information on the objectives of the Center, creating a continuous relationship, a feed-back between the Structure and family members.

Correct INFORMATION and respect for privacy are always guaranteed in relations between operators and professionals, on the one hand, and guests and family members on the other

Principle of Effectiveness and Efficiency

Both the criteria of EFFECTIVENESS (verifying if the objectives have been achieved) and EFFICIENCY (the best use of resources to achieve the objectives) are intrinsic in the activities of the Nursing and Rehabilitation Residence.

The organization aims to increase the quality level of social, health and assistance services.



OFFERED SERVICES

Residential, Semi-residential, Outpatient.

- 1) Nursing Home: for non self-sufficient subjects with stabilized outcomes of physical, mental, sensory or mixed pathologies that cannot be assisted at home.
- 2) Extensive rehabilitation with a continuous cycle: for people with physical, psychic, sensory or mixed disabilities.
- 3) Protected residence for the elderly: protected homes for non self-sufficient elderly people.
- 4) Semi-residential and outpatient rehabilitation: as a recovery and functional re-education activity with comprehensive treatment on the handicapped, which requires a simultaneous multi-disciplinary medical-pedagogical-psychological contribution.

Nursing home

For non self-sufficient subjects with stabilizing outcomes of physical, psychological, sensory or mixed pathologies that cannot be assisted at home

The nursing homes pursue exclusively purposes in the field of health care in favor of non self-sufficient people or people at high risk of loss of self-sufficiency, providing suitable services to ensure, in addition to adequate health treatment, the best living conditions both from a moral point of view. than from a material point of view.

The nursing home tends to:

- favor integration with the surrounding area and the maintenance of pre-existing emotional and cultural relationships, avoiding that entry into the facility is transformed into a sort of downgrading of the person;
- guarantee a safe and supportive environment for all guests, remembering, for example, that the elderly person is already too often in a "weak" position, and that illness and disability aggravate this fragility;
- guarantee guests the opportunity to continue managing their lives as much as possible, respecting everyone's personal wishes and choices as much as possible, and providing, if necessary, all the assistance and resources available;
- develop an individualized care plan;
- restore and maintain the highest possible level of functional independence, while preserving individual autonomy;
- bring the perception of well-being and the satisfaction and needs of each of the users to the highest degree of quality of life;
- guarantee respect for the dignity of guests, protecting the right to privacy and adapting the structure as much as possible to the person and not the person to the structure;
- provide assistance, comfort and dignity to dying patients and their families.

These objectives are linked and represent their natural continuation, to those of the treatment of the acute period, pursued in the hospital setting and can be summarized as follows:

- stabilize the results obtained with the treatment in the hospital setting to try to reduce the recourse to a new hospitalization;
- recover the functional competence which, for pathological reasons, has been lost;
- to place a barrier to functional regression by trying to modify the natural history of chronic - degenerative diseases by reducing their risk factors and dominating their progression.

The services provided in the nursing home

- day and night tutelary assistance
- social assistance (social and family integration secretariat, socialization and participation in community life);
- entertainment and socialization activities;
- psychological assistance or psychiatric assistance;
- medical assistance;
- nursing;
- recovery assistance and functional re-education;
- medical-specialist assistance;
- supply and administration of meals according to diets approved by the ASP;
- laundry and cloakroom service;
- concierge and switchboard service;
- ordinary maintenance;
- coordination.

Access mode

To access the hospitalization, the user or whoever takes his place must submit the application to the Health District to which he belongs with the forms prepared therein accompanied by the admission proposal of the General Practitioner on a specific model.

Non self-sufficient people, who cannot be cured at home, access the nursing home with:

- non-stabilized outcomes of neurological, muscular and osteoarticular pathologies, in subjects coming from hospitals, who can benefit from health-rehabilitation treatments, before discharge at home or in protected residences;
- severe psycho-organic disorders of senile age, requiring continuous rehabilitative-reactivating health treatments, not available in protected residences;
- chronic-disabling pathologies, subject to exacerbation, which can benefit from a protracted treatment that cannot be provided at home or in protected residences;
- terminal pathologies whose need for medical-nursing assistance excludes hospital assistance, but requires rehabilitation medical-nursing services not obtainable at the level of protected residences.

Temporary, permanent hospitality, family relief, completion of rehabilitation cycles possibly started in other centers of the S.S.N.

To access the hospitalization and get updated information, it is advisable to contact the Information Office of each Facility

Extensive rehabilitation in a continuous cycle

For people with physical, psychic, sensory or mixed disabilities.

People affected by:

- transient and / or minimal disabilities that require a simple and short therapeutic - rehabilitative program that can be implemented through the use of the services provided for by the D.M. July 22, 1996 "specialist outpatient assistance services available within the National Health Service and related rates" and subsequent amendments and additions;
- important disabilities with possible often multiple permanent outcomes, which require long-term care requiring a "rehabilitation project". The rehabilitation project and its implementation programs define the completion times of rehabilitation cycles, usually contained within the deadline of 240 days except for:
- patients suffering from serious pathologies of an involutional nature (multiple sclerosis, muscular dystrophy, amiotrophic lateral sclerosis, Alzheimer's disease, some congenital pathologies on a genetic basis), with serious brain damage or mental disorders, the multiple impaired including sensory, for which the project rehabilitation can extend even further without limitation;
- patients "stabilized" in their condition of not perfect functional recovery for which rehabilitation cycles can also be planned on an annual basis.

The rehabilitation services provided by the network of hospital and extra-hospital rehabilitation services are accessed in the manner provided for all health services by the regional provisions implementing Article 8, paragraph 5 of Legislative Decree 502/92 and subsequent amendments and additions.

To access the hospitalization and get updated information, it is advisable to contact the Information Office of each Facility.



Protected residence for the elderly

Protected homes for non self-sufficient elderly people

To access the hospitalization, the user or whoever takes his place must submit the application to the Health District to which he belongs with the forms prepared therein accompanied by the admission proposal of the General Practitioner on a specific model.

To access the hospitalization and get updated information, it is advisable to contact the Information Office of each Facility.

Semi-residential and outpatient rehabilitation

As a functional recovery and re-education activity with comprehensive treatment on the handicapped, which requires a simultaneous multidisciplinary medical-pedagogical-psychological contribution.

To access the hospitalization and get updated information, it is advisable to contact the Information Office of each Facility.



Waiting lists for residential and semi-residential facilities

Hospitalization services under the agreement: in this case the waiting lists are held and managed exclusively by the Provincial Health Authorities, which regulate the waiting times and priority criteria and are not accessible by the affiliated structures.

Private hospitalization services: in this case it is the residential or semi-residential facility that manages the waiting lists based on the availability of authorized places, taking into account the booking order and based on priority criteria relating to the pathologies.

STAFF

The employees employed in our facilities are represented by the following figures:

Responsible Doctor

- is responsible for health care;
- coordinates the interventions of the regular doctors and professional nurses;
- coordinates the interventions of general practitioners and specialists;
- is responsible for the multidimensional assessment team;
- is jointly responsible for the Quality Review Verification.
- is responsible for personnel management

Coordinator of the psycho-socio-educational area

- coordinates the work of the psycho-socio-educational team;
- coordinates the interventions of educators in animation and socialization activities;
- is responsible for the selection and training of personnel in the psycho-socio-educational sector;
- coordinates the organization and uniformity of interventions between the various structures of the Association;
- supervises the professional figures (psychologists, social workers, educators and therapists) in the application of operating procedures and intervention plans.

Quality Management Manager

- The Quality Management Manager reports to the General Management and has the authority and responsibility to perform the following tasks:
- draw up the Quality Manual in accordance with the reference standard UNI EN ISO 9001: 2015 and verify, together with the competent functions, its adequacy to the reality of the company;
- verify the adequacy and application of quality registration procedures and documents to business processes;
- manage the distribution of documentation relating to the Quality Management System;
- report to the Management on the progress of the Quality Management System in order to allow its review and improvement;
- manage the monitoring and measurement devices;
- manage complaints, non-conformities, corrective and preventive actions;
- manage internal audits;
- perform the evaluation and qualification of suppliers;
- plan and manage quality training / education activities.

Physiatrist (doctor in charge of the Rehabilitation Modules)

- is the manager of the rehabilitation projects and programs;
- is a member of the multidimensional assessment team;
- checks the application of the intervention plans.

Administrative Coordinator:

- has the organizational and administrative management of the structure;
- is responsible for the "hotel" management (operation of equipment, works, maintenance, etc.).

Ward doctor:

- is responsible for the health care of the guests of the ward;
- guarantees prompt intervention in the departments;
- presides over planning and verification meetings, and requests
- the intervention of the multidimensional assessment team for individualized plans.

Rehabilitation therapist:

- is directly responsible for the application of the intervention plans and periodic checks.

Psychologist:

- facilitates communication and socialization of guests;
- provides specialist support for mental disorders;
- is a member of the multidimensional assessment team for the development and verification of intervention plans;
- takes care of the relationship between the family and the guest and between the family and the operators.

Professional nurse:

- collaborates with the doctor for bureaucratic-administrative management the health aspects of the module;
- is responsible for administering the therapy;
- is responsible for the management of the hygienic-sanitary material and pharmaceutical entrusted to him;
- is responsible for the disposal of special waste;
- is responsible for managing requests for specialist visits (reservations, medical reports collection, etc.);
- is responsible for nursing nursing and the prevention of immobilization syndrome.

Operator social health:

- takes care of the personal hygiene of users;
- takes care of the hygiene of the environment, furnishings, equipment;
- performs a prosthetic function towards the disabled user, while stimulating residual skills;
- accompanies guests out of the form;
- ensures that no dangerous situations arise;
- collaborates with the person in charge of the module for the realization of the interventions foreseen by the assistance plan and for the animation activities;

Social worker:

- takes care of relations with the families of the guests and with the local authorities (Legal Medicine, INPS,

DSS, Municipality);

- performs functions of social secretariat;
- accompanies guests to services outside the structure (post offices, banks, shops for small purchases, etc.);
- is a member of the PSE team and participates in the drafting of the PAI.

Professional educator / animator / occupational therapist

- aims to stimulate / maintain capacity physical, relational and social autonomy of the guests;
- offers support, protection, animation and socialization interventions;
- promotes the reactivation and maintenance of the residual functional capacities of the guests;
- offers support to families;
- takes care of the application of personalized intervention plans for the part of its competence.

Administrative staff:

- deals with the accounting sector of management software;
- manages the warehouse and pharmacy;
- transmits any information requested to the services of the A.S.P., to the Calabria Region and to any other interlocutor who requests it;
- deals with the management of bureaucratic activities.

General Services:

- driver, cooks, auxiliary cleaning staff, laundry: each for the part of their competence completes the activities carried out within the structure.

Quality policy

Quality objectives and guidelines

The **General Management**, with this document, defines and makes known to all members of the Organization, the Quality Policy, understood as a set of general guidelines and objectives relating to quality.

The objectives of the Quality Organization are:

- maintain the certification of the Quality Management System according to UNI EN ISO 9001: 2015;
- provide services that comply with the Customer's requirements and the applicable mandatory ones;
- increase customer satisfaction;
- increase market shares;
- increase efficiency in process management;
- continuously improve the effectiveness of the Quality Management System;
- guarantee the customer / guest qualified assistance with personalized interventions, guaranteed by continuous staff training in order to support their motivation and reassess their professional preparation (the interventions of all professional figures are aimed at satisfying the needs of the elderly person) ;
- guarantee a safe and supportive environment for all guests, remembering that the elderly person is already too often in a "weak" position, and that illness and disability aggravate this fragility;
- guarantee guests the opportunity to continue managing their own lives as much as possible, respecting everyone's personal wishes and choices as much as possible, and providing, if necessary, all the assistance and resources available;
- improve collaborative relationships with ASP and the Municipality, promoting meetings, including with Trade Union Associations and Organizations, to identify common objectives and implementing projects of effective collaboration in order to improve the life of the individual and the community.

To this end, the General Management undertakes to:

- develop and apply the Quality Management System and continuously improve its effectiveness;
- ensure that the Client's requirements are defined;
- monitor the level of customer satisfaction;
- ensure that the Quality Policy is understood and supported at all levels of the Organization;
- guarantee the Quality Management Manager the authority and resources necessary for constant control / monitoring of the application of the Quality Management System and subsequent improvements;
- provide the resources necessary to achieve the objectives;
- encourage the continuous improvement of the individual skills of each employee.

The fundamental principles and quality characteristics of the service are described in the "Service Charter" issued by the Management, made available to the public and communicated to all internal staff.

All employees and units belonging to the Organization are involved and participate in company activities, using the Quality Management System as a management tool for the organization on a daily basis, in order to achieve the set objectives.



GENERAL SERVICES

- The social spaces, the hospital rooms, and any other hotel aspect, are treated in detail, with the use of furnishings with high comfort and maximum guarantees in terms of safety.
- The recreation room used as a place for socializing and meeting visitors is available to patients.
- Vending machines for cold and hot drinks are available in the lounge bar.
- The use of one's own television sets is permitted within the limits of the care needs of other guests.

CAFETERIA SERVICE

- Breakfast is served from 8.00 to 9.30.
- Lunch from 12.00 to 13.00.
- Dinner from 18.00 to 19.00.
- At 4.00 pm a snack is served.

The menu is divided into four weeks and includes seasonal variations and holiday periods (Christmas, Easter, etc.). It is structured under the strict control of the Healthcare Company service, and provides for the presence of personalized menus as needed.

TELEPHONE SERVICE

- Patients can call from internal telephones when needed by making a request to the switchboard.
- On each floor there are telephones for patients and visitors.
- There is a Cordless Telephone service

LAUNDRY SERVICE

The Nursing Home offers an external laundry service able to meet the needs of the person received.

ENVIRONMENTAL CLEANING AND SANITIZATION SERVICE

The service is guaranteed by employees and by specialized external firms.

OPENING HOURS OF THE ADMINISTRATIVE OFFICES

The Healthcare and Rehabilitation Residences guarantee the opening of the administrative offices from 9.00 to 13.00 from Monday to Friday. For special needs, contact the administrative offices.

TIMETABLE FOR EXTERNAL VISITS

Each guest can receive visits from family and friends, according to the established times both in the morning and in the afternoon. Such visits should not be an obstacle to daily activities and should not disturb the tranquility and rest of the other guests.

RELIGIOUS ASSISTANCE

Religious service is guaranteed with the recitation of the Holy Rosary, Religious Songs and Holy Mass.

SILENCE AND TRANQUILITY

In order not to disturb other guests, we ask the user to avoid noise as much as possible and to moderate the volume of the radio and television. To promote rest, there are no noises in the wards from 13.30 to 15.00 and from 2.30 to 06.30.

THE SMOKE

By law and above all out of respect for one's own health and that of other people, it is absolutely forbidden to smoke in the rooms, corridors, living rooms and in general in all the premises of the Structure.

COMPLAINTS

Complaints from users / family members can be submitted to the Quality Office present at the registered office of the Vivere Insieme Interregional Association, located in Via dei Conti Ruffo n. 15, 88100 Catanzaro (Italy). The user can lodge a complaint by filling out the form that is available at each facility or alternatively can send an e-mail to reclami@vivereininsieme.org.

The complaint must be submitted within 15 days from when the interested party became aware of the fact (according to art. 14 paragraph 5 of Legislative Decree 502/92). The Quality Department will submit the complaint to the General Management who will initiate an internal inspection to take any necessary resolving actions. Within thirty days from the date of submission of the complaint, the user will be informed of the outcome of the assessment carried out and of the measures taken.

CUSTOMER SATISFACTION

To monitor the perception of customer satisfaction, the "Customer Satisfaction Sheet" will be delivered annually. This form will be returned to the switchboard of the structure in a special sealed envelope, made anonymous, to guarantee privacy on the compilation and will be analyzed by the Quality Management Manager.

PROCESSING OF PERSONAL DATA - INFORMATION ON THE STATUS OF HEALTH INFORMED CONSENT

The personal data provided by the Guests or their relatives are protected by the law on the protection of personal data (EU REG. 2016/679 and subsequent amendments). In addition to personal and social data, other so-called "sensitive" data are collected relating to the state of health of the person, the assessment of personal autonomy and other information of a welfare nature. Upon entry into each facility, the Guest's consent to the treatment and processing of personal and health data is required, if cognitively able to provide it, or by the person legally authorized to do so. All sensitive information is collected by qualified personnel trained on the aspects of personal data protection (health, social, welfare and administrative personnel) exclusively in order to guarantee health and assistance interventions, in compliance with rights, fundamental freedoms and dignity of people.

The data controller is the Interregional Association Vivere Insieme, with registered office in Via dei Conti Ruffo, 15 88100-Catanzaro (CZ), in the person of its legal representative. Contact details of the Data Controller: Tel: 0961/764109 - Fax: 0961/760657.

Data Protection Officer (DPO): Emanuela Altìlia- E-mail: privacy@vivereininsieme.org.

STAFF TRAINING

The Organization, in order to ensure that the personnel engaged in activities affecting the quality of the service, for the individual profiles of the subject, periodically carry out training, training and verification activities.

PERMITS

With regard to residential services, with the authorization of the doctor in charge, hourly permits to leave the Clinic may be granted for justified reasons. The permit may also be requested by means of specific forms by the contact person or by an authorized family member during the admission phase of the hospitalization.

RESIGNATION

From the moment the date of discharge is established, family members are promptly notified, so that the guest's departure can be adequately organized. When leaving the facility, a discharge form is given in which all the information relating to hospitalization and indications of any therapies to be carried out at home are summarized. In the event of transfer to hospital facilities, a card is given showing: personal data, reason for hospitalization, emergency therapy, ordinary therapy, data extracted from the health card, telephone numbers for further clarification. When leaving the room, it is important not to forget to collect all the personal clinical documentation delivered at the time of admission, to take away personal effects and to carry out the administrative procedures for discharge at the acceptance office. In the event that the user asks to be discharged "against the advice of the doctors", he is obliged to sign the Medical Record as well as the voluntary discharge form. For the return home, the user will have to provide for himself.

REQUEST FOR MEDICAL RECORD

Upon resignation, a photocopy of the medical record can be requested from the Health Department. Within seven days of the request, the medical record can:

- be collected personally by the user;
- be withdrawn by a delegated person in writing (by showing a photocopy of the user's identity document);
- be sent home by post, upon written request from the user.

QUALITY STANDARD

The Healthcare and Rehabilitation Residences prepare training / information plans in order to improve the multiple aspects of the functioning of the same structures, through the following path:

- promote, facilitate and consolidate the organizational changes of the nursing home and rehabilitation;
- improve the quality of response to the care needs of customers / users;
- anticipate the evolution of care needs by guaranteeing operators the development of skills on new or more complex health needs;
- develop professional skills, enhancing the experiences of operators, transforming the assistance responses that have proved successful in daily practice, making them everyone's heritage; - build / find tools for dialogue with the other professionals of the team, in particular with the medical area;
- encourage operators to approach problems characterized by curiosity, innovation, experimentation, continuous re-reading of daily practice with respect to the evolution of knowledge and needs of customers / users;
- to give space to the attitudes, interests, individual skills of the operators in favor of a culture and a widespread wealth of skills for the nursing care and rehabilitation residency;
- insert the newly hired staff ensuring adequate training for the needs of care, organizational and integration activities in the team of the nursing care and rehabilitation residence; - act on the motivation of the staff, on their sense of belonging to the organization.

HACCP

(risk analysis system and control of critical points on food production)

The nursing home has implemented the provisions of Legislative Decree 155 | 97, through the drafting of the reference manual and implementing a "process control" system that identifies the possibility of risks occurring during the handling of food.

IMPLEMENTATION OF LEGISLATIVE DECREE 81 OF 2008 and subsequent amendments

The Nursing Home has complied with the obligations contained in the legislative decree concerning the safety of workers and residents in the structure, preparing a suitable emergency plan.



GUEST DAY-TYPE

7.15 am PERSONAL CARE - BREAKFAST

In the morning, between 7.15 and 9.30, guests are assisted in personal hygiene, according to individual needs and subsequently in having breakfast

9.30 VARIOUS ACTIVITIES (health, recreational, personal, etc.)

The morning is spent in the common room or outside, if the weather permits; guests are entertained with animation activities, organized by professional educators. In addition to recreational and socialization initiatives, the staff is careful to stimulate walking and “activities of daily life” (ADL).

During the morning, the physiotherapy service is active.

The guest is guaranteed medical, nursing, psychological and rehabilitation assistance.

12.00 LUNCH

Lunch is served at 12.00 in the canteen, where guests are helped by the staff.

13.00 - 18.00 AFTERNOON REST - FAMILY VISITS - VARIOUS ACTIVITIES

From 13.30 to 15.00 guests are taken to their rooms for the afternoon rest or to the common room.

The afternoon is the time when family visits are more frequent and can become an opportunity for a walk even outside the structure.

In any case, educational activities are organized in the common room.

18.00 DINNER

In the dining room, dinner is served, followed by a moment of relaxation (TV, Animation).

From 20.00 guests are helped to settle in their room for the night.



Villa Sant'Elia

Protected residence for the elderly and rehabilitation centre

Via Carlo Alberto dalla Chiesa, 10 - 88040 - Marcellinara (CZ)

Location: In a panoramic position, in a hilly area - Marcellinara is 20km from Lamezia Terme and 15 from Catanzaro.

Typology: rooms with 1, 2 beds, private bathroom.

Medical staff: Geriatrician, Physiatrist, Neurologist, Internist.

Rehabilitation activities: Gym, physiokinestherapy.

Offered services: Pharmacy, transport (minibus, car, ambulance), hairdresser, podiatry, religious services.

Access mode: To facilitate the procedures and have updated information, it is advisable to contact the Information Office.

Info: Tel/Fax: 0961.996168 - info@vivereinsieme.org



San Francesco Hospital

Nursing Home and rehabilitation

Loc. Carfellà - 88040 - Settingiano (CZ)

Location: Location Carfellà, 1 Km. From the Martelletto - Sarrottino exit of the Lamezia - Catanzaro motorway, on a hill in a panoramic position.

Typology: rooms with 1, 2 beds, private bathroom.

Medical staff: Geriatrician, Physiatrist, Neurologist, Internist.

Rehabilitation activities: Gym, physiokinesterapy.

Offered services: Pharmacy, transport (minibus, car, ambulance), hairdresser, podiatry, religious services.

Access mode: To facilitate the procedures and have updated information, it is advisable to contact the Information Office.

Info: Tel/Fax: 0961.998904 - 0961.904156 - info@vivereinsieme.org





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