



<b>REASON FOR REVIEW</b>	Definition of quality standards for the handling of claims; Introduction of Annex F "Internal regulation of the residents"	
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# ***SERVICE CHARTER***



*Dear Resident,*

*we are pleased to present you with the Service Charter  
of the Integrated Organisation of Villa Serena.*

*This document was created with the aim of  
to explain to you the functional and assistance features  
that our organisation provides to its residents.*

*What is presented, however, it is not intended to be only a  
list of services or interventions,*

*but the choice of a style of care that aims to achieve  
an increasing "quality of life" for elderly residents.*

*The Service Charter will accompany you for the entire duration of your stay at Villa Serena  
in addition, will provide you with the information you need to help you  
to orientate in an effective and targeted way within our care service.*

*You will understand what our services are,  
the professional figures involved in the recovery and maintenance of  
of your physical well-being, the criteria and quality standards adopted  
within our organisation in order to provide you with targeted assistance to meet your needs.*

*The Hospital Directorate, the Head Office, and all operators,*

*They welcome you and are ready to make every effort to make your stay as peaceful as possible.*

*Thank you in advance for choosing Villa Serena. We should be grateful if you would provide your  
tips and all useful information to improve our service.*



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## 1 IDENTIFICATION DATA

Name: **Villa Serena S.r.l.**

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**Fiscal Code and VAT Number: 01767040569**

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## 2 INTRODUCTION

Pursuant to Article 13 of Law 328 of 8 November 2000, Framework Law for the implementation of the integrated system of interventions and social services, the service centers that provide social services, in order to protect the subjective positions of users, must adopt a document that defines the "*criteria for access to services, the methods of their operation, the conditions to facilitate their assessments by users and the persons representing their rights, as well as the procedures to ensure the protection of users*".

To this end, the Integrated Organisation Villa Serena has prepared the following Service Charter, drawn up according to the contents of the Prime Minister Directive of 27 January 1994, Principles on the provision of public services and referring to the contents of the Prime Minister Decree of 19 May 1995, General Scheme of reference of the "Public Healthcare Services Charter".

## 3 PRESENTATION OF THE INTEGRATED ORGANISATION VILLA SERENA

Villa Serena, directly overlooking Lake Bolsena, is immersed in an extensive green area, with its approximately 40 hectares of parkland that surround it. Isolated from the chaotic and noisy traffic, it has well-equipped gardens, ample parking and paved roads.

Villa Serena is an innovative structure because it provides a specialized assistance service "integrated" to self-sufficient elderly and to non-self-sufficient people, through three distinct and complementary realities:

1. Rest Home
2. Rest Home with Nursing Assistance
3. Nursing Home



### 3.1 HOW TO GET TO VILLA SERENA

Villa Serena is located at kilometre 103.300 of the Cassia State Road, between Montefiascone and Bolsena.

You can reach it:

By car:

from the North: from Siena, take via Cassia in the direction of Rome

from the A1: exit at Orvieto and follow the Umbro Casentinese road (SS71) in the direction of Viterbo. Once in Montefiascone, follow the road signs for Bolsena/Siena.

From the South: from Rome, take the Via Cassia Veientana (SS2Bis), continue on the Cassia (SS2).

After Viterbo, you reach Montefiascone. Continue following the road signs for Bolsena/Siena.

By public transport:

By Train: from Roma Termini to Montefiascone Station (Zepponami)

from Roma Ostiense (Roma/Viterbo line)

from Rome Flaminio square (Metro Roma Civita Castellana Viterbo)

By bus:

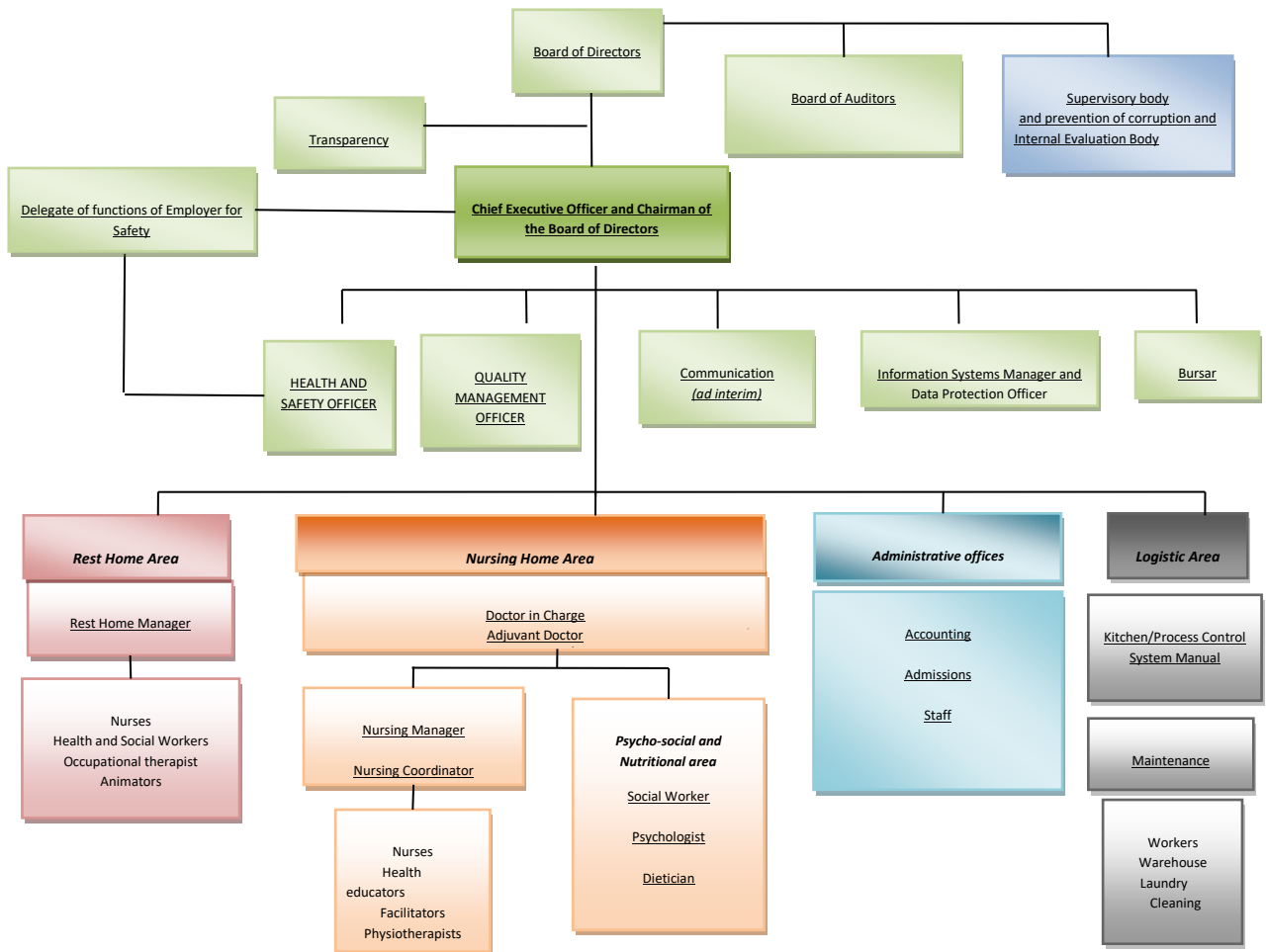
From Rome Cotral Line from Rome Saxa Rubra – Viterbo; continue from Viterbo with the line to Montefiascone and/or Bolsena;

From Siena SIRA line route Siena - Montefiascone

The urban transport service of ITALVIAGGI is also active, connecting Montefiascone from Roma Square to the Villa Serena structure.



### 3.2 GENERAL ORGANISATION CHART



## 4 MISSION AND PRINCIPLES

Our structure finds its *raison d'être* in responding with suitable and adequate services to the need for health and care of residents.

Our commitment is to ensure the guarantee and effectiveness of appropriate, uniform and personalised performance and the continuous improvement of our activities.

The key values that make the mission explicit are a point of reference for the activities that each operator carries out in his professional and organisational environment, and can thus be stated:

guarantee of qualified and personalised assistance;

- maintenance and enhancement of the residual capacities of the resident;
- welcome based on the values of equality and impartiality, respectful, therefore, of the human dignity, beliefs, opinions and feelings of each resident;
- protection of confidentiality and privacy;
- convinced involvement of the staff to direct their professional skills and aptitudes towards achieving these objectives.



The company's mission is to ensure that the reception of elderly people is not limited to simple assistance, but oriented towards the application of effective health, nursing and rehabilitation services, accompanied by a strong action of human integration and promotion aimed at maximizing the quality of life of the guest.

The tools to achieve this are:

- the continuous training of personnel, in order to support, in the Operators, the motivation in the “care work” and the continuous updating of professional training;
- the opening of the Nursing Home to the territory, in order to establish forms of collaboration with the institutions present in the civil and social fabric and, in particular, with voluntary organizations and schools;
- the search for indicators to monitor the quality of the service provided determined by the following factors: cost-effectiveness of the cost of the service, efficiency, effectiveness; appropriateness, continuity, privacy;
- the carrying out of customer satisfaction surveys, through the administration of specific questionnaires to residents, family members, but also to operators;
- the constant orientation to the well-being, to the satisfaction of the expressed and implicit needs of the residents, their relatives and the staff through the continuous and regular provision of the assistance;
- the provision of a service to the Resident structured in two dimensions: high technical/professional competence linked to the scientific knowledge and experience of the operators, and high relational competence, which highlights the empathic character in the relationship with the Resident and his family, translating these values into care oriented on the basis of the personalized therapeutic project (PAP);
- ethics at the heart of Quality: we consider ethical values as elements integrated elements into the Quality System, which is based on respect for the human dignity of the Resident in any fragile condition, pursuing assistance according to criteria of justice and objectivity without discrimination of sex, nationality, culture, religion and social status;
- co-responsibility: Quality is a spontaneous approach for all the operators of the Organisation, based on the individual responsibility of each individual employee. All the staff is committed to creating the necessary conditions to guarantee a family and hospitable environment, identifying the needs of the resident, ensuring professionalism and competence, enhancing interpersonal relationships, ensuring an adequate health education to the user and his family;
- networking: we intend to pursue projects for the further inclusion of the Nursing Home in the network of social services present in the territory in favour of the Elderly;
- the definition of service levels through the identification of efficiency/inefficiency indicators;



- compliance with the regulations in force (related to the services and/or products provided);
- the pursuit of continuous Quality improvement;
- the correction and prevention of non-compliant situations, through the analysis and elimination of the causes that have led to deviations between the desired results and those obtained;
- the involvement of all the staff employed in the Nursing Home, who must be perfectly aware of the qualitative need related to its activity;
- verification and systematic review of the Quality System.
- The reduction of costs due to waste and inefficiencies in the conduct of activities.

In order to achieve the company's objectives, Villa Serena provides adequate working methods and support infrastructures to favour the involvement of the staff and the improvement of the working environment.

The adequacy of the infrastructure, such as tools, equipment and medical devices, computers, development software, network connections and all other tools necessary to ensure the good performance of the services, is evaluated on a regular basis.

Particular attention is paid to the respect of safety regulations and all regulations concerning environmental and food hygiene. Activities, environments and work equipment are in fact subject to constant maintenance carried out and recorded in accordance with the company's Quality System, Legislative Decree no. 81/08 and subsequent amendments and integrations and Legislative Decree no. 155/97 and subsequent amendments and integrations. The Villa Serena organisation tries to better interpret the demand for care and assistance emerging from residents and their families, assuming as inspiring principles the consideration of the elderly as people bearing values regardless of health conditions and the empowerment of the family as an irreplaceable resource for the success of the project of assistance to the resident. Therefore, it places the elderly person who chooses this structure at the centre of every action, in order to ensure the most comfortable living conditions for the resident and helping him/her to be the protagonist of his/her own well-being.

Villa Serena Organisation is a family environment where qualified operators take care of the residents, in an atmosphere of respect for their dignity and acceptance of their individuality, for all the needs of daily life. It is an organisation open to the territory as it promotes the participation of families in moments of community, encourages the presence of organized or individual volunteering and stimulates the associations in the area to give their specific contribution to the animation of the organisation. The services offered allow intervening in support of situations in which certain standards of health and well-being have declined and guarantee scheduled services according to the specific needs and pathologies of the residents. They allow a daily and complete management of the person both from the point of view of social and health (rehabilitation, socialization, maintaining autonomy) and healthcare (cleaning and personal care, canteen services, laundry, etc...). Our professionalism makes us able to provide for the promotion of the health of the resident intended as maintenance, as much as possible, of his/her physical, psychological and social autonomy. Our experience teaches us that the quality of our service cannot ignore the protection of the rights and personal dignity of each person by safeguarding their cultural, political and religious heritage and respect for confidentiality. Our sensitivity leads us to understand that the maximum functional recovery is achievable only in a context of welcome where everyone feels to be accepted and valued as an individual who brings with him experiences, expectations, and habits and perceives the freedom to express desires, emotions, and preferences





without the fear of not finding anyone who listens to him. Our structure offers an individualized and qualified assistance to the elderly person with the intent of improving their quality of life and maintaining their psychophysical well-being. The management style characterized by "work for interdisciplinary processes" and inspired by strongly shared values ensures the satisfaction of the care needs of the resident in full respect of the dignity of the person and his/her rights, while ensuring the characteristic of "open organisation": open not only to residents, their families and all citizens, and for this reason perfectly integrated into the territory. Villa Serena is in fact characterized compared to other structures for the particular beauty and healthiness of the place overlooking Lake Bolsena, for humanity and transparency and for the quality of the canteen.

## 5 HOW TO ACCESS

### 5.1 INDICATIONS, COSTS, EXTRA-FEE SERVICES

All useful information for residents and their families regarding the units of hospitalization, costs, extra-fee services and contacts, are listed in Annex A, form MA.02 "Indications of admission".

Any contractual changes made by Villa Serena (e.g. change for fee, the amount of extra-fee services, etc...), will be communicated to the family members of residents by e-mail where possible, and alternatively by postal service. Any change decided by Villa Serena is applied from the first day of the second month following the change and in any case not earlier than thirty days from the same.

Villa Serena is the holder of an insurance policy that, according to current legislation, covers risks from injuries and damage suffered or caused by residents, staff or volunteers. In order to temporarily relieve families from care and assistance activities, the Rest Home can accommodate guests for short periods, applying the following rates: 40 € per day for self-sufficient guests and 50 € per day for non-self-sufficient or partially self-sufficient guests.

### 5.2 DISCHARGE

Discharge is arranged by the Territorial Evaluation Unit (UVT) or at the request of the resident or family members.

### 5.3 TEMPORARY ABSENCES

Temporary leavings for Nursing Home residents staying outside the Structure must be authorised in advance by the Territorial Evaluation Unit and must meet the following limits:

- they cannot be longer than two days with the right to the preservation of the place;
- they must not exceed a total of ten days during the year.

Temporary leavings from the Rest Home must be agreed with the staff of the Organisation and do not involve a reduction in fees.

### 5.4 VISITS OF RELATIVES



Access for visits to residents is free between 10:00 a.m. and 6:00 p.m. unless special needs previously authorized by the managers of the department. The family participates in the life of the organisation, in accordance with the rules dictated by the same, and is to be considered the first and natural resource for the elderly person in the continuity of relationships, especially affective.

The access of family members to the rooms is not allowed during the cleaning and sanitation of the rooms and environments. Even during medical examinations, in order to respect the privacy of patients and the work of doctors and nurses, access to the room is temporarily forbidden to visitors.

## 6 SERVICES PROVIDED

### 6.1 DAILY ACTIVITIES

In relation to the specific therapeutic projects in which the resident is inserted, the following activities are foreseen, in response to the present needs and according to the effective capacity of participation of each resident, adequately evaluated:

- Reactivation activities in the daily life functions (personal hygiene, clothing, nutrition) carried out from Monday to Saturday by the rehabilitation therapist and/or professional educator;
- Support and completion activities in the absence of autonomy for particularly non-self-sufficient residents, carried out by the professional nurse and by the Orderlies and the Health and Social Workers a daily basis;
- Motor rehabilitation activity, carried out by the rehabilitation therapist also with mechanical and instrumental aids from Monday to Saturday.
- Occupational therapy activity, carried out by the rehabilitation therapist and/or professional educator, from Monday to Saturday.
- Socializing activities involving as much as possible all the residents of the various units, carried out in the gardens and in the hall of the structure under the supervision of the staff;
- Socializing activities to celebrate events such as birthdays, parties and various anniversaries involving the totality of the residents of the various families at monthly frequency from 3:30 p.m. to 5:30 p.m. under the supervision of staff and recorded in a special register of activities.

#### ORGANIZATION OF THE TYPICAL DAY

- 7:00 am drug therapy
- 8:30 am breakfast
- 9:00 am medical examinations, start of treatment of physio kinesis therapy
- 10:00 am-12:00 pm collective rehabilitation activities for each unit - multidimensional activities
- 12:30 pm lunch and drug therapy
- 1:00 pm afternoon rest
- 3:00 pm showers, start of occupational therapy
- 4:00 pm tea and snacks
- 4:00 pm- 6:00 pm occupational therapy and collective activity
- 6:30 pm dinner, evening drug therapy
- 7:30 pm preparation for the night's rest

Some activities may be subject to change, depending on the conditions and individual needs of the residents.

### 6.2 MULTIDIMENSIONAL ACTIVITIES

- Music therapy



- Kitchen workshop
- Cinema workshop
- Reading the newspaper
- Novels reading workshop
- Cognitive stimulation workshop
- "Beauty salon" activity
  
- Theatre workshop
- Pet therapy
- Various recreational activities
- Various practical-creative activities

Whenever possible, the activities listed above are carried out outdoors in the Garden of Remembrance.

### 6.3 SUPPORT CARE SERVICES

#### EXTERNAL PHARMACY SERVICE

An external service is available for the supply of medicines that are not supplied by the hospital pharmacy. It will be the responsibility of the family member to check every two months the possible existence of pharmaceutical expenses (for tickets or drugs in range C) at the acceptance office.

#### SPECIALIST EXAMS

Blood samples for laboratory tests are taken by the nursing staff directly in the Structure.

Specialist visits are carried out both inside and outside due to the availability of specialists of ADI (Integrated Home Care) of competence or possibly external, and according to the conditions of the resident.

The accompaniment to visits or external instrumental examinations is the responsibility of the Structure for the guests of the RSA, only in the territorial competence of the ASL of Viterbo. For the guests of the Rest Home and Rest Home with Nursing Assistance ward, the accompaniment of the guests who are not ambulant is ensured by the ambulance service of the Falisca Solidarity Association within the scope of its possibilities.

For walking guests, in the impossibility of family members, Villa Serena offers the service of accompaniment for a fee. The costs are indicated in form MA.02 "Indications of hospitalization", Annex A.

#### RELIGIOUS ASSISTANCE

All religious beliefs are respected; therefore, the presence of different religious assistants is favoured according to the faith of the residents.

For the residents of the Catholic faith, the bi-weekly presence of the chaplain is assured, who celebrates Mass every Saturday and guarantees his presence at the request of family members whenever necessary.

#### VOLUNTEERING

Inside the structure, in addition to the employees, there is ample space, according to specific procedures, to members of voluntary associations in possession of regional authorization, who collaborate in the activities of socialization and animation, helping residents to cultivate their interests and fostering relationships with family and friends. For years, moreover, a relationship with the schools of Montefiascone has been active in order to realize meetings between small schoolchildren and residents of the structure.

#### PARTICIPATION COMMITTEE

In our Nursing Home there is an active participation committee consisting of:

- two representatives of the guests;
- a representative of the families;
- a representative of the voluntary associations operating within the structure;
- a union rep of retired people more representative at regional level;
- a representative of the Regional Disability Council.



The Participation Committee has the task of:

- to express its opinion and make proposals to the Organisational Management regarding the planning, performance and verification of activities within the Nursing Home;
- collect and evaluate the requests of the residents, in particular with regard to initiatives and collateral activities aimed at promoting greater autonomy and greater integration of the same within the Nursing Home and outside, with the social fabric, formulating the consequent proposals to the Organizational Management.

## 6.4 HOTEL SERVICES

The rooms with one or two beds (Rest Home and Rest Home with Nursing Assistance) or two, three or four beds (Nursing Home), are equipped with en-suite bathroom with sanitary furniture in accordance with the usability even by non-self-sufficient people (requirements Decree 90/2010; Decree of the Regional Government 424/2006).

### COMMON AREAS

There are spaces available for residents for:

theatre hall

- restaurant lounge
- domestic kitchen
- multipurpose hall
- room for occupational activities
- gym
- movie theatre
- coffee shop
- library
- podiatry surgery
- hair salon
- sensory garden

### ENVIRONMENTAL HYGIENE

The cleaning of the rooms and spacing are particularly cared for and are carried out daily by special staff.

### FURNITURE AND LINEN

The standard furniture consists of:

- bed with mattress and pillow
- night table
- double door wardrobe
- lighting and call device for acoustic and sound operator

All the material has been chosen according to the criteria of functionality, maintenance of hygiene, familiarity with the materials and design in accordance with what is established by current legislation.

The standard equipment can be integrated or replaced with personalized furniture owned by the resident as long as in compliance with the rules of hygiene, prevention and safety.

We also supply bed linen and towels, which ensures regular maintenance and sanitization.

The guest must be provided with the personal equipment during the entire period of stay.

### CATERING AND DIET SERVICE



The integrated organisation Villa Serena pays particular attention to the food, prepared from the kitchen inside the structure in order to ensure maximum digestibility according to general and specific dietary tables, and ensures quality control through the criteria provided by the Process Control System Manual standards.

The meals, distributed at fixed times (breakfast 8:30 am, lunch 12:15 pm and dinner 18:15 pm), are prepared based on weekly menus with seasonal variations.

If there are particular dietary needs for health reasons or religious worship, the diet is customized on the instructions of the Doctor in Charge or the General Practitioner (GP).

In the event that due to illness or other reason there is the inability to feed independently, family members or friends are allowed to stay with the guest even outside the permitted hours; in any case, the staff pay particular attention and assistance so that all the guests regularly take their meals.

## 6.5 ANCILLARY SERVICES

### HAIRDRESSER AND PODIATRIST

To satisfy every aesthetic need, but above all the care of one's own well-being, qualified staff for hairdressing and podiatry services are available to guests.

This allows those who do not want or do not have the right to move away from the structure to satisfy their needs in every way and at best.

Please note that the aforementioned services are accessories, are not included in the fee and, therefore, fully charged to the resident as expressed in form MA.02 "Indications of Admission", Annex A, section "Extra-fee services".

Reservations are made at the administrative offices by the staff of the organisation, the family members of the resident or by the guest himself.

### LAUNDRY

For residents who wish to do so, there is an external laundry service that provides for the collection of dirty clothes, washing, ironing and return of the same.

The service is not included in the fee. The monthly cost and the method of administration are indicated in form MA.02 "Indications of Admission", Annex A, section "Extra-fee services".

It is possible to activate, on request of the residents or their families, the dry cleaning of delicate with separate rates (the tables are available at the administrative offices).

### TELEPHONE

The offices are available for residents to make phone calls that the administrative or department evaluates important. Residents staying in rooms equipped with telephone can only receive phone calls.

Family members who wish to speak with the residents or the medical staff can call preferably in the morning between 10:00 am and 11:00 am and in the afternoon between 3:30 am and 4:30 pm. The offices will take care to facilitate this contact, consistent with the assistance commitments in progress.

### TELEVISION

In each common room of the various units and in the main hall there are televisions available to all residents.

Residents who wish to do so may use a personal TV set in their room with specific connections, if they respect other residents. The procurement of the appliance is the responsibility of the guest.

### COFFEE SHOP

Inside the structure there is a coffee shop entrusted to the management of a company outside Villa Serena open every day including holidays. There will also be a series of meeting points for our residents and their families to encourage socialization and small movements inside and in the immediate outdoor space of the structure.

There are also two vending machines for drinks and various foods.

**RESIDENTS AT LUNCH**

In order to facilitate and favour relations with the family, each resident can invite his or her family to lunch on weekends and on "major holidays". A reception area has been set up for this purpose. The cost and the method of administration of the service are indicated in form MA.02 "Indications of Admission", Annex A, section "Extra-fee services".

**PERSONAL SAFEKEEPING**

At the request of the resident or his/her family members, a personal deposit can be set up at the Administrative Offices. This may involve small sums of money and/or small valuables.

The personal deposit is available to the resident who can make withdrawals or deposits every day during opening hours of the offices. The administrative staff will note the amount of the withdrawal (or payment), the day on which it is made and the residual amount remaining in deposit. If the guest is unable to sign, the same employee will sign. The Structure is not responsible for any valuables or sums of money owned by the resident not deposited in custody at the Administrative Offices.

**7 OUR TEAM**

The assistance is provided by a multidisciplinary team, in which each professional operates in his/her specialization. For each resident a personal folder is filled out which shows:

Full personal details

- Informed consent
  - The diagnosis of entry
  - Personal medical history
  - The physical examination
  - The therapeutic project
  - Multidimensional evaluation
  - Laboratory and specialist tests, if any
  - Periodic updates
  - The evaluations and observations of the operators who contribute to the implementation of the therapeutic project including the rehabilitative aspects, outcomes and sequelae
- The eventual indication of the subjects holding the protection of the resident.

**7.1 HEALTH AND CARE STAFF****DOCTOR IN CHARGE AND ADJUVANT DOCTOR**

The Doctor in Charge of the Nursing Home is in possession of the requirements of the law and ensures the presence in the Structure according to the provisions of the law. He is responsible for the health care and psychophysical conditions of the residents. He takes care of relations with the General Practitioners, verifying and certifying their presence in the Structure. He receives residents and their families during his presence in the Structure and at any time there is a need by appointment.

The Adjuvant Doctor cooperates with the Doctor in Charge and, in his absence, has the same responsibilities and carries out the same tasks.

**GP (GENERAL PRACTITIONER)**

In the Villa Serena structure, general medical services are provided by the doctor chosen freely by the patient within the limits and conditions provided for the majority of citizens.

It is insured:



#### Medical examinations

- Specialist consultations
- Pharmaceutical assistance
- Request for a visit or specialist investigation
- Purpose of admission.

#### **NURSING MANAGER**

The nursing manager is entrusted with the organizational direction of the nursing and support staff together with the hotel management, so that assistance is produced for each resident to ensure interventions aimed at maintaining well-being and personal care, hygiene and environmental comfort.

Working hours are organized in accordance with the institutions provided by the private health sector.

#### **NURSING COORDINATOR**

The Nursing Coordinator of the Nursing Home supervises the work activities of all the staff in the area, plans and manages the sanitary and non-healthy exits of the residents, controls the hotel part of the work plan. For these functions, she works in collaboration with the nursing manager. She collaborates in the optimization of the use of human resources, operational plans and the achievement of quality standards.

She organises events that also involve the residents of the Rest Home and plans weekly workshops.

#### **REGISTERED NURSE**

The nurse shall identify the care needs of each resident, ensuring their satisfaction in daily life activities, providing targeted professional services and ensuring the timely activation of the necessary interventions by the competent operators.

The nursing service is active 24 hours a day and is carried out by qualified and competent professionals, with specific training both for the welfare aspects and for the technical and relational aspects related to the type of users present in the structure.

Nursing services are structured and provided based on protocols and procedures for both basic care activities and emergency and urgent interventions.

Working hours are organised in accordance with the contractual institutions provided for by the private health sector.

#### **PSYCHOLOGIST**

The psychologist highlights and evaluates possible cognitive, emotional and relational problems of Nursing Home residents through individual interviews, use of neuro-psychological tests, observation and conduct of group activities. Following the evaluations, she prepares the support interventions for the recovery or maintenance of cognitive and relational skills and offers a space for listening and processing of problems related to aging.

#### **SOCIAL WORKER**

He/She operates with technical-professional autonomy, helping the users of the Structure and their families to achieve peaceful integration in the community. He/she collaborates with the administration in the relations between Villa Serena and the municipalities of residence for all social and welfare needs. He/she is interested in the discomfort situations of the residents by intervening with conversations. He/she identifies tools for the optimization of free time by organizing laboratories and projects aimed at maintaining and/or rehabilitating the residual capacities of patients and leisure time.

#### **PHYSIOTHERAPIST**

The physiotherapy and motor rehabilitation service is provided by professionals with specific skills for elderly and/or non-self-sufficient users.



The physiotherapist performs his/her services in accordance with the therapeutic project, providing an objective examination of the resident, with a periodic evaluation of the results obtained through the various rehabilitation methods implemented.

He/she actively collaborates with the animation service for related and/or synergistic activities. Working hours are organised in accordance with the contractual institutions provided for in the private health sector.

#### **OCCUPATIONAL THERAPIST**

It takes care of the activities of animation, employment, integration and connection with the family and social environment of origin.

The methodologies used are those of ergo therapy, recreational activities, practical and cognitive activation techniques.

Working hours are organised in accordance with the contractual institutions provided for in the private health sector.

#### **ORDERLY (OTA) AND HEALTH AND SOCIAL WORKER (OSS)**

The task of the operators, within the scope of their skills, provides for the satisfaction of the primary needs of the resident (personal hygiene, dressing, mobilization, assistance with meals), promoting their well-being and autonomy. They work with general service employees to maintain environmental hygiene in accordance with the required standards.

They operate under the direct responsibility of the manager nurse and the professional nurse.

Working hours are organised in accordance with the contractual institutions provided for by the private health sector.

#### **DIETICIAN CONSULTANT**

The tasks of the Dietician consist mainly in controlling compliance with hygiene rules during the preparation and distribution of food; control of the preparation of special diets, for individuals or groups of residents; supervision, for the purposes of the proper functioning of the catering service, assistance staff and kitchen staff. She can carry out a diet therapy activity, both by supervising and controlling the preparation of special diets and, in general, in the choice of the most appropriate diet with the clinical conditions of the resident.

## **7.2 ADMINISTRATIVE STAFF**

The assistance activity begins even before the arrival of the resident providing all the assistance needed to enter the structure, thus facilitating the completion of bureaucratic procedures relating to the ASL (Local Health Authority) and the municipality of residence. The acceptance office will take care of the resident by explaining all the administrative procedures necessary for his/her inclusion in our reality.

There is a switchboard active from Monday to Saturday from 8:00 am to 7:30 pm and on Sunday from 8:30 am to 7:30 pm.

## **8 CERTIFICATIONS, REGULATORY COMPLIANCE AND REGULATIONS**

#### **QUALITY MANAGEMENT SYSTEM**

Villa Serena is a company certified UNI EN ISO 9001:2015, the most famous standard for quality improvement.

The Quality Management System of the Villa Serena integrated organisation defines the procedures for planning, implementing and verifying the quality of the services offered to the resident from the moment of reception in the structure, during his/her care and rehabilitation, until discharge.

All units and the staff in its entirety share the procedures of the Quality Management System and operate accordingly. Compliance with quality standards is guaranteed by the Administration through direct monitoring of instrumental, health care and service factors.

#### **Use of procedures and protocols**





Personnel, at various levels, use documented procedures, which indicate the way in which a given process is implemented, and documented protocols, which indicate detailed work instructions, which allow workers to have common rules for achieving the objectives. Procedures and protocols are constantly updated.

#### **Residents satisfaction survey**

A questionnaire is periodically given to the resident or his or her family to express the level of satisfaction and the possibility of reporting any improvements.

#### **Referrals and claims**

The participation and protection of the resident is also guaranteed by the possibility to make any claims arising during the stay using dedicated forms (form MQ.14 "Claims and tips", Annex B). The quality standards established by Villa Serena for the handling of claims are as follows: one working day for the issue of the first feedback to the customer and 3 working days for the first definition of the treatment of the claim.

#### **PROTECTION OF THE SAFETY AND HEALTH OF WORKERS AND RESIDENTS**

The Integrated Organisation Villa Serena implements, in accordance with Legislative Decree no. 81/08 and subsequent amendments, the protection of the safety and health of workers through the preparation of the risk assessment document and the adoption of prevention and protection measures provided for in the assessment itself.

Fire safety procedures have been developed, which include periodic exercises and evacuation simulations. In addition, the organisation has a fire-fighting system in accordance with the law, with signs in each unit, in order to highlight the various routes and instrumental aids needed in case of emergency.

#### **ENVIRONMENTAL PROTECTION**

The organisation operates in accordance with current regulations, with particular attention to the protection of public health and the environment, regarding the disposal and recycling of waste.

#### **SANITATION OF THE LOCATIONS AND EQUIPMENT**

It is guaranteed a daily frequency of cleaning of the rooms and toilets, with thorough sanitation of the rooms on a weekly basis.

#### **ARCHITECTURAL BARRIERS**

There are facilitated routes for people with disabilities.

The locations are also equipped with devices to facilitate their use by the disabled, according to current legislation.

#### **PRIVACY POLICY**

The Organisation operates to protect the proper processing of personal data, in application of the European Regulation 2016/679 on privacy, known as GDPR (General Data Protection Regulation).

To this end, a copy of the health documentation is issued personally to the resident or to a contact person delegated by the resident (or delegated guardian).

#### **PROCESS CONTROL SYSTEM MANUAL (HACCP)**

The Integrated Organisation Villa Serena has defined a system of self-control of critical points in terms of hygiene and food safety (as required by Legislative Decree 155/97). A "process control" system is in place that identifies the possibility of risks occurring during food handling and, if necessary, makes the most suitable corrections. The staff is trained in compliance with the provisions of regional legislation on hygiene and prevention of food contamination.

#### **INFORMATION SYSTEMS**

Written and updated information tools are available to the staff according to the changing needs of the residents, in order to standardize the interventions and make them observable and assessable. The tools available to staff, collected in special containers and placed in special areas of the units are: procedures, protocols, Personalized



Assistance Plans (PAP), individualized therapeutic rehabilitation plans, work plans, guidelines, and management circulars.

### **STAFF TRAINING**

All staff have the qualification required by the professional profile. The Integrated Organisation Villa Serena promotes the participation of staff in external courses, with the aim of improving knowledge, skills, attitudes and behaviours, in the logic of continuous improvement of services. The participation of professional figures in training courses on topics of interest to each professional is planned annually through the formal approval of the annual training plan. Family members and residents participate indirectly in this process, at least once a year, by filling in specific satisfaction questionnaires, the elaboration of which also allows calibrating the training needs of staff.

### **IMPROVEMENT INITIATIVES**

Ongoing interventions for the implementation of a system of continuous improvement of quality, in particular:

- Introduction of the electronic patient record for both Residential care home and Rest Home patients;
- Reformulating the objectives of the Residential care home, especially in terms of the characteristics of the residents, organisation of the structure and personnel management;
- Analysis of the training needs of personnel and development of training and retraining covering professional, motivational, communicative and relational skills development aspects;
- Reformulation of processes and skills with particular regard to the processes of: inclusion of guests in the Structure; health management-rehabilitation of guests; administrative component.

### **TRANSPARENCY, CODE OF ETHICS AND ANTI-CORRUPTION**

Villa Serena, as a publicly controlled company, complies with the regulations set out in Legislative Decree no. 97 of 25/05/2016. It guarantees the maximum transparency of its organizational action through the publication on its institutional website, in the link "transparent company", of the information required by current legislation and by the Guidelines of the National Anti-Corruption Authority (ANAC).

The company Villa Serena, in compliance with the provisions of Law 190/2012, has adopted the Triennial Anti-Corruption Plan since 2015, according to the law.

Since 2016, it has also adopted the Organisation, Management and Control Model pursuant to Legislative Decree 231/2001, which includes the Code of Ethics aimed at defining the principles of corporate ethics recognized as its own by the company Villa Serena. In this way, Villa Serena guarantees the diffusion of the culture of legality and integrity among all staff employed.

These initiatives have been taken in the belief that they can be a valid tool for raising the awareness of corporate bodies, employees and all other interested parties (customers, suppliers, partners, collaborators, etc.) so that correct, transparent, linear and such as to prevent the risk of commission of crimes.