



**RETIREMENT
HOME
Quinta Stella**

Elderly Care Residence and
Extended Care (RSA)
With Alzheimer Unit

SERVICES CHARTER

Rev. 11 31/01/2022

TOLFA CARE S.R.L.
RESIDENZA PER ANZIANI Quinta Stella
Elderly Care Residence and Extended Care (RSA)
With Alzheimer Unit
Via A. Gramsci, 1 - 00059 TOLFA (RM)
Ph: 0766 93911 Fax: 0766 92099
E-mail: info@quintastella.it
Website: www.quintastella.it
PEC: tolfacare@legalmail.it



The logo embodies the values we were inspired by in the project of Quinta Stella Retirement Home.

The Oak symbolizes strong family roots and own personal experience. Solid and resistant, the oak welcomes and protects any life under its leaves. The Peregrine Falcon, typical of the Tolfa Mountains, arouses the idea of freedom and imagination. The Home, in the shape of a resistant and protecting tailor-made felt patch, recalls the idea of a warm and welcoming place shaped around the needs of the people we look after.

Finally, the name Quinta Stella (Five Stars) was chosen to emphasize our commitment to pursuit the quality of our services.

Illustrations and graphic design by Caterina Baldi

Translation by Caterina Baldi

www.caterinabaldi.com

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Preface

In welcoming you and your family, we hope that your arrival at Quinta Stella takes place in the best way and that your stay can be as peaceful as possible. For our part, we assure you of all the commitment and availability. That is why we have prepared the Service Charter for you, a valid tool to protect your rights and to improve the quality of the services we offer you.

For us, caring means taking care of the whole person, and not only providing a service. In a total and evolutionary vision of life in which every age has its own meaning, our main aim is the enhancement of the person and his dignity. We believe that the effectiveness of care takes place through the physical and mental well-being of the person and their relationships with the outside world. For this reason we ask the operators who will be at the side of the Guest the passion and sensitivity to understand his needs, respect his desires and choices, in addition to the skills of the care work.

Please, read carefully this Service Charter which explains the various aspects of the life of our community.

The information you will find inside will be useful to learn more about our services and to understand how to facilitate the operators work. We ask your family to walk with us and feel part of our group to build together the daily well-being of the guest. We trust in your collaboration.

The Direction



SECTION ONE
Introduction

What is the Service Charter

The Service Charter is the document in which the company **TOLFA CARE SRL** makes explicit:

- the institutional purposes and the fundamental principles to which it intends to comply in providing services;
- useful information to facilitate the services offered in the facility;
- the presentation of the objectives that it intends to achieve, quality standards and planning commitments;
- the methods with which it intends to ensure the protection of the citizen user with respect to the inefficiencies;
- the procedures for verifying the undertaken commitments.

The Service Charter is a tool to protect the rights of the citizen-user and allows both the providers and users to direct the activity of the services. The Service Charter is a form of commitment to citizens-users and an internal management tool to pursue the objectives of improving the quality of the service in a dynamic key.

The present Service Charter has been drawn up with the contribution of professional categories and associations of protection and voluntary service representative of the collective of users. The Charter is subjected to periodic revisions and is integrated, in its contents, by the Welcome Charter.

TOLFA CARE SRL

The company TOLFA CARE SRL was established in 2007 specifically for the construction and management of the Quinta Stella Elderly Residence.

The company has its tax office in Pesaro, Viale Venezia 19, Cap 61122 and the operational headquarters in Tolfa, Via Gramsci 1 cap 00059.

The CEO of the company is Dr. Lorenzo Passeri.

VISION

Quinta Stella is a center of excellence in the panorama of residential facilities for the elderly and a privileged place of care, recognized and appreciated for the high quality of assistance, the trust of the family members of the guests and the sense of belonging of their own employees. Quinta Stella aspires to perfect an effective welfare model in the care management of people with dementia for being a point of reference in the territory.

MISSION

The company mission is based on the care of the person in the triple dimension of assisted person, trusting family and the entire team of operators, whose guest and family are entrusted. This is the essence of the corporate organizational action, in the conviction that the harmonious balance between patient, family member and operator is the basis of the care work. To this end, all the spaces and details of the residence are conceived and designed to create an environment that can be both a guest house, a meeting place for family members and an advanced and safe place for the operators.

VALUES

Recognize the value of being elderly
Take care of the whole person
Ensuring the best quality of life at all times
Building a therapeutic alliance with families
Putting passion into the care work

ASSISTANCE OBJECTIVES

Health promotion for the pathologies of aging
Personalized assistance to the needs of the Guest
Maintenance and reactivation of functional and cognitive autonomies
Stimulation of relationship life and affectivity

FUNDAMENTAL PRINCIPLES

The Structure operates in compliance with the fundamental principles established by the Directive of the President of the Council of Ministers of 27 January 1994 and by the Decree of the President of the Council of Ministers of 19 May 1995, as listed below:

Equality

QUINTA STELLA undertakes to provide services in compliance with the same rules for all, without distinction of sex, nationality, religion, economic and social conditions (level of education, political opinion, etc.).

The staff of the Residence considers the individual as a “person” and offers to him the assistance he needs, aware of performing a “vital” service, without discrimination of any gender.

Impartiality

All the operators of the Residence are committed to carrying out their activities in an impartial, objective and neutral manner towards all users.

Continuity

All services performed by the staff of the Residence are continually and regularly provided, without interruption. In case of irregular operation, there will be taken measures to solve possible inconveniences.

Right of choice

As far as possible, the guest has the right to choose, among the subjects provided by the service, what he believes can best meet his needs.

Humanity

The operators of the Residence give maximum attention to the person in the respect of his dignity, whatever his physical or mental, cultural or social

conditions. The operators must address users with courtesy, education, respect and maximum availability.

Participation

The Residence guarantees the participation of the user (guest or family member) both through his direct intervention (formulation of proposals, complaints or suggestions to improve the service) and through the associations of Volunteering and Protection of the rights of citizen. The Direction of the Residence undertakes to give prompt feedback to the user about the reports and proposals made. Every year, the Direction examines the user's assessments of the quality of the service.

Efficiency and effectiveness

The available resources of the Structure are used in a rational and prudent way in order to produce the maximum possible results both in terms of user satisfaction and staff gratification.

The Direction undertakes to adopt appropriate measures to achieve these objectives.

The Direction guarantees, through its internal structures, the performance of Information, Reception, Protection and Participation functions. These functions are aimed both externally, in providing information to users, and in the assessment of the efficiency and effectiveness of services.

Information

The information function is mainly carried out by the director of the structure assisted by the doctor in charge, by the nursing manager, by the psychologist and by the staff of the administrative offices. These functions provide the user (guest or family member) with full knowledge of the services, activities and services offered by the facility. At the request of the Guest, it is possible taking advantage of the assistance of an interpreter and a cultural mediator.

Admission

The Guests is admitted according to the different needs related to age, gender and particular health and physical and psychological fragility, taking into account the religious, ethnic and linguistic specificities, and in respect of personal dignity. The reception of the new Guest and his family is treated in detail. Admission usually takes place on weekdays, preferably from 11.00 to 12.00 but, in case of need, the structure is also available at different times.

Protection

The Direction protects the person also through actions needed for overcome any disservices and complaints, guaranteeing their resolution as far as possible. The internal Quality Management System guarantees the correct management of disservice, claims complaints and non-conformities.

Participation

The Direction strives to facilitate the interaction between users and the structure and host Voluntary and Protection Entities of users' rights. The Direction promotes participation through the following actions:

- provision of areas for Voluntary associations and Protection;
- development of projects to user needs;
- periodic surveys of user satisfaction with the services;
- establishment of the Participation Committee;
- sharing periodic reports on information, complaints and suggestions.

CHARTER OF RIGHTS

QUINTA STELLA has adopted the "Patient Rights Charter" summarized below.

Right to life: every person must receive timely, necessary, appropriate assistance to meet basic life needs (nutrition, hydration, ventilation, hygiene, environmental protection, movement, evacuation, rest, sleep, communication, etc.).

Right to care and assistance: each person must be treated in science and consciousness in accordance with their wishes.

Right of defense: every person with a psychophysical disadvantage must be defended against speculation and/or deception and damage deriving from the surrounding environment.

Right of prevention: it must be assured to every person activities, tools, health facilities and information to prevent their health deterioration and/or damage and their autonomy.

Right to speak and to listen: every person must be heard and his requests must be accepted as far as possible.

Right of information: every person must be informed about the procedures and the reasons that support the interventions about them.

Right of participation: each person must be able to participate in the decisions that concern them on the basis of their cognitive abilities.

Right of acceptance: every person must be accepted as an individual with value, and not with a label.

Right to criticism: every person can freely express his thoughts and criticisms concerning the activities and provisions that concern them.

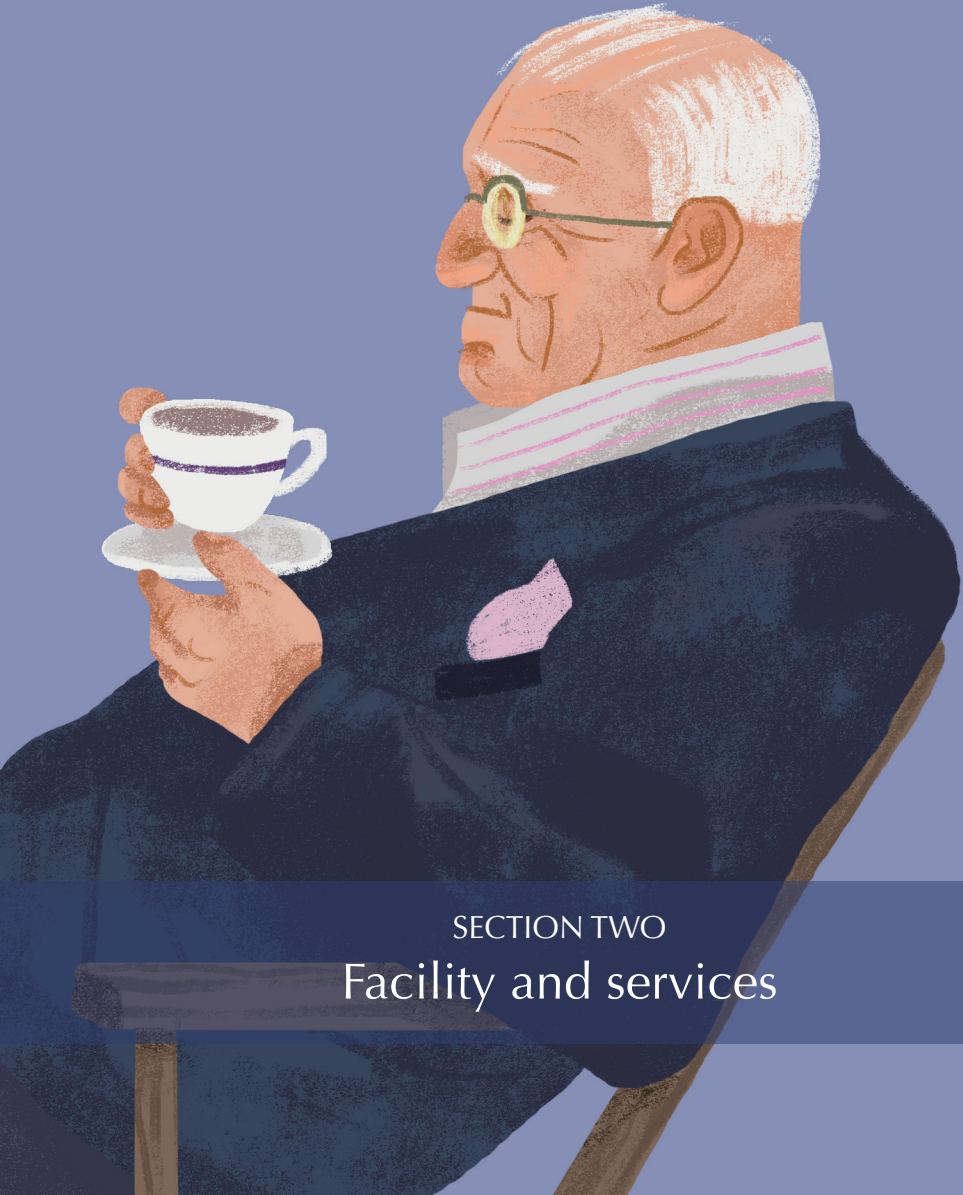
Right to the respect and modesty: each person must be called by their name and surname, and their privacy and sense of modesty must be respected.

Right to privacy: every person has the right to be respected about their personal information from those who provide assistance directly or indirectly, in compliance with European privacy legislation.

Right of thought and religion: every person must be able to make explicit his philosophical, social and political ideologies and practice his own religious confession. The Structure guarantees religious assistance in relation to the specific needs of worship of each Guest.

REGULATORY REQUIREMENTS

QUINTA STELLA is in possession of the operating authorization (Regional Determination n. B06154 of 09.14.2012) and of the definitive institutional accreditation with the Regional Health Service (DCA UO296 of 04/07/2013) with classification at the performance level “Maintenance High.” The RSA ensures compliance with all the structural, organizational and accreditation requirements established by current legislation.



SECTION TWO
Facility and services

CHARACTERISTICS OF THE RESIDENCE

The building is located on the top of the hill of Tolfa, in one of the most suggestive places, fully inserted in the life of the town, surrounded by houses, near the middle school, the park and the square. Its architecture is at the forefront as well as the technical and instrumental equipment. The air conditioning system ensures excellent livability; all spaces and furnishings of high quality finishes meet the safety requirements and specific features for people with reduced autonomy; the guest rooms are constantly monitored by a video-control and call system, which allow a high level of protection.

The structure is designed to be a familiar place, as close as possible to the idea of Home, with spaces conceived thinking to the point of view of the elderly, trying to grasp their needs, from personal privacy to the desire to be together with others. In fact, common environments are modeled on small town squares, with meeting places and various spot of everyday life. In this way also the physical space becomes therapy, a place where every person can freely express themselves.

The bedside beds, the reclining chairs, the colors of the walls and fabrics, and the furnishings create an intimate and comfortable environment, with the possibility of integrating with own objects.

The bathroom is internal, equipped with all the facilitating safety accessories. The assisted bath, thanks to the electronic bathtub with lifter, the automatic temperature control and to the ultrasonic cleaning system guarantees safety and well-being.

The dining rooms allow you to eat as at home, with attention to guest personal needs and tastes, so that he can live an important moment of aggregation within the community.

In the gym space you can perform motor activity in complete safety, enjoying a pleasant view.

In each floor, the squares around simulate an outdoor setting, a large central

space with the possibility of enjoy the large terraces. At the main entrance, on the so-called Piazza del Popolo, there are the Caffè della Piazza, the salon of the hairdresser and the telephone booth open also to the inhabitants of the Town.

THE TERRITORIAL CONTEXT

QUINTA STELLA is located in Tolfa, in Via Antonio Gramsci n.1 in a panoramic position on the south-facing plateau, adjacent to the Parco della Pace, with tall oak trees and centuries-old oaks.

Tolfa is a town of 5000 inhabitants located at 500 meters above sea level, about 60 km from Rome and 20 km from Civitavecchia, known for its cultural liveliness, leather working, gastronomic tradition. There are numerous events that attract tourists such as TolfArte, Tolfa Jazz, the Buttero tournament, the patronal feast of S. Egidio and the food festivals, where you can taste fine beef and cooked water, a typical local vegetable soup.

Tolfa is also known for the Catana bag, symbol of the 70s, still exported all over the world.

Address Town Hall	Comune di Tolfa
Municipality of Tolfa	Piazza Vittorio Veneto 12 00059 Tolfa RM
Useful numbers	Switchboard 0766 93901 Fax 0766 9390243 Municipal Police 0766 9390226
Email PEC	protocollotolfa@legalmail.it
Institutional site	comune.tolfa.rm.it



INSTITUTIONAL PURPOSES AND RECIPIENT

QUINTA STELLA is divided into the types of Rest and Assisted Living Facilities, with an overall capacity of 96 places.

The **REST LIVING FACILITIES** is intended for the reception of elderly people who are self-sufficient and partially self-sufficient and is made up of a nucleus of 38 beds, in 18 double rooms and 2 single rooms. Its location on the 2nd floor of the Residence allows you to appreciate the magnificent panoramic view of the Tolfa Mountains.

The **HEALTH CARE RESIDENCE** is intended for elderly people who are not self-sufficient and has a capacity of 58 beds divided into three distinct groups, of which:

- 20-seat unit reserved for people with a fragility due to aging;
- 20-seat secure unit reserved for people with Alzheimer's or other forms of dementia, associated with behavioral disorders. The unit represents one of the characteristic elements of the Residence, both for the structure and for the care model inspired by the Gentle Care method, based on particular precautions regarding spaces, people and activities. The unit has a protected garden full of multisensory stimuli, where people can move freely and alleviate the stages of restlessness and anxiety, typical of the disease.

The unit is also equipped with a multisensory “Snoezelen Room” which is used for the treatment of behavioral disorders; the snoezelen method relates the cognitive and behavioral state of people with dementia to a variety of sensory experiences which contributes to creating well-being situations, without affecting the course of the disease.

- 18-seat unit for people with dementia at severe-advanced stages, associated with total loss of functional autonomy.

Normally, in each unit there are people belonging to the same area of intervention.

In both facilities, RSA and Casa di Riposo, guests can also be accommodated for temporary stay for relief of the family, to complete cycles of rehabilitation or to spend periods of assisted living.

ADMISSION

Access in agreement with the Regional Health Service

The access to the RSA positions agreed with the Regional Health Service is reserved for not-self-sufficient elderly residents of Lazio.

To be admitted to position in agreement, it is necessary send a request to the CAD (Home Assistance Center) of the Health District in the ASL of residence, with the request of the interested party and/or family members guarantors, the Support Administrator or on proposal of the services territorial authorities.

The CAD team carries out the multidimensional assessment aimed at classifying the needs of the person, identifying the level of assistance and issuing the authorization for entry into the RSA.

The RSA Quinta Stella is a high-intensity care facility, classified at the “Maintenance A” level, therefore people classified at the Maintenance B level cannot be accepted.

To complete the process of the application for admission to Quinta Stella, the aforementioned authorization document must be submitted to the CAD of

ASL Roma 4, located in Civitavecchia, via Cadorna n.14. The authorization document is valid for six months and must be renewed upon expiry. Admissions and discharge are managed directly by the aforementioned CAD.

Access in private mode

Access in private mode is based on an interview with the direction of the structure and the multi-dimensional evaluation by the internal team. Admission can be both life-long and temporary for relief admissions or for completing therapeutic and rehabilitation programs. To be admitted, it is necessary to present the application together with the medical forms signed by the General Practitioner. Eligible persons are placed on the waiting list and calls for entry as soon as the appropriate place is available.

Admission procedure

The admission procedure in both cases – the agreed and the private agreements – is detailed in the **Welcome Card** which is given to the family members at the initial interview.

As a rule, the admission of a new guest takes place from Monday to Friday, preferably in the morning, from 11.00 am to 12.00 am but, if necessary, the person can be welcomed at any time of the day.

The reception is carried out by different figures, each one with a specific competence, which are integrated and coordinated according to the needs of the new guest for the necessary activities:

- Conversation with the doctor in the presence of the team
- Conversation with the operator responsible for the unit
- Arrangement of personal items in the room
- Kit registration
- Presentation of staff, guests and spaces of the structure
- Identification of personalized spaces (dining room, placed at the table etc..).

Once the insertion procedures are completed, the following administrative formalities must be completed:

- Signing of the hospitality contract from the Guarantor (support administrator or referring family members).
- Payment of the security deposit (the advance for personal expenses and the first admission fee).
- Subscription of informed consents for activities necessary for taking charge.

FEES AND FUNDING CARE

The rates of the RSA affiliated with the SSR are determined by the Region; for places classified as “High Maintenance” such as the RSA Quinta Stella, the daily fee charged to the guest amounts to Euro 59.20, to which the structure adds a small fee for any supplementary services requested.

The law also provides that the Municipality may participate in the RSA fee for the portion relative to the guest, based on the ISEE value (Equivalent Economic Situation Indicator). The ISEE certification is issued by the CAF (tax assistance centers) or by qualified professionals.

The request for participation in the fee must be presented to the Municipality of residence after admission to the RSA.

In the private sector, the daily fees are established annually by the Board of Directors of the company TOLFA CARE SRL and correspond to the care categories of:

- Self-sufficient
- Partially not self-sufficient
- Not self-sufficient

The care category to which the Guest belongs and the corresponding welfare benefits are defined at the time of entry by the internal assessment team, based on the information that emerged during the interviews with family members and the examination of the health documentation about cognitive state, functional autonomy and overall care-nursing-medical commitment.

All assistance and hotel services provided to the Guest are established on the basis of the Individualized Assistance Plan (PAI) defined for the Guest by the aforementioned internal assessment team.

During the stay in the structure, the internal evaluation team periodically re-evaluates the general conditions of the Guest and updates the level of care provided. The variation in the level of care provided implies the adaptation of the hospitality fee to the corresponding care category and the possible internal transfer of the guest, both room and unit.

In this case, the structure, while involving both the Guest and his family in the transfer decisions of the Guest, has total decision-making autonomy in the destination of the Guests, given the essential responsibility of ensuring the overall balance of care management.

The information relating to the tariffs applied, to the services included and not included in the hospitality fee and to the methods of calculating the fee are detailed in the Tariff, updated to the reference year, and attached to the Hospitality Agreement, of which it is an integral part.

DISCHARGE

Temporary resignation from the RSA

Regional Resolution 181/2016

The guests of the RSA can be temporarily discharged for hospitalization, transfer to another health facility or even for return to the family, maintaining the right of readmission on the scheduled date.

1. For hospital admissions over 10 days the guest can be discharged administratively by the structure that is authorized to receive a new person on the vacant residence seat, subject to the authorization of the competent ASL. At the time of hospital discharge, the user, if the clinical assistance conditions remain compatible with the hospitality in the structure, will have absolute priority for the reception on the first free place of the residence. These events entail, for the period in question, the reduced share of the costs of food and laundry, which are equal to € 13.49/day.

In the residential regime it is possible to suspend hospitality in the structure without losing the place in the following cases:

2. Temporary re-entry into the family aimed at maintaining parental and friendship relations, compatibly with the clinical conditions of the guest and subject to the authorization of the physician of the facility and the competent ASL. For the period in question, these events entail the reduced share of board and laundry costs, which amount to euro 13.49/day.
3. Holiday periods organized by voluntary associations operating at the facility, compatible with the clinical conditions of the guest and subject to the authorization of the physician of the facility and the competent ASL. For the period concerned, these events entail the remuneration of the social quota.

Temporary discharge from the nursing home

Even the guests of the Casa di Riposo (Rest Living Facilities) can be temporarily discharged for hospitalization, transfer to another health facility or return to the family, maintaining the right of readmission on the scheduled date.

In cases of absence due to hospitalization, the place is kept for the entire period of hospitalization, applying the 20% reduction on the basic daily fee after the 10th day of admission for a maximum of 30 days per year. In cases of voluntary absence, the place is kept for the entire period of absence and applied the reduction corresponding to the value of the supplementary services, only under the following conditions:

- that the absence exceeds five (5) consecutive days;
- that the absence is communicated to the Direction with an advance of at least 7 days;
- that the absence does not exceed the maximum period of fifteen days in total per year.

Therefore, the fees must be paid entirely for:

- days of absence inferior to five consecutive days
- days of absence not communicated in advance of at least 7 days
- days of absence exceeding 30 days in total

In case of a voluntary absence of more than 30 days, the Guest must expressly request the maintenance of the place, in addition to pay the full fee.

In case of the Guest authorizes the use of his own bed during the period of voluntary absence, previously communicated, and the bed is temporarily occupied by another guest, it is applied a reduction of 80% to the basic daily allowance exclusively for days of actual occupancy of the bed.

Definitive early resignation

Early discharge in the retirement regime must be communicated with thirty days' notice and one week's notice in the case of temporary hospitalization. If the early resignation has not been communicated within the scheduled time, the sum due cannot be returned. In the case of early resignation of temporary hospitalization in private mode, or admission up to 7 days, the advance sum will not be refunded.

Resignations may also be activated on the initiative of the Direction, subject to thirty days' notice, in the following cases:

- Modification of the conditions that led to the admission
- Environmental incompatibility
- Insolvency and lateness over the two monthly payments.

At the time of discharge from the Structure, the Responsible Doctor issues a discharge letter containing diagnosis, tests performed, treatments carried out and recommended. If the guest asks to be discharged against the opinion of the health professionals, he or those entitled to represent him are obliged to sign a declaration that raises the Structure from any consequent responsibility.

Medical records request

A copy of the Clinical Record can be requested only at discharge and not during hospitalization. The request can be presented by the person concerned or by the person entitled (support administrator, person delegated by the

owner, legitimate heirs) and will be delivered within 7 days of the request after the payment of the fee of 30.00 euros, or may be sent with charge of expenses post.

SERVICES AND BENEFITS

The organizational model of the structure provides for the direct management of administrative and health services and in outsourcing the management of hotel and general services.

ORGANIZATIONAL ARCHITECTURE

General and administrative management

General Director of the Structure/Social worker: Anna Maria Palmieri

Administrative Manager: Jacopo Simonetto

Administrative Collaborator: Simone Marazzi

Health management and coordination

Medical Director, specialist in Geriatrics: pro tempore

Managing Nurse: Fabio Selvaggio

Management Consultant Doctor, specialist in geriatrics: Luisa Bartorelli

Substitute General Practitioner: Bonaventura Mocchi

Health services

Psychologist

Physiotherapists

Educators

Nurses

Social and health workers

Dietician

Subsidiary assistants

Hotel and general services (in outsourcing)

Concierge-reception

Meal

Cafe bar

Cleaning

Laundry and wardrobe

Accompaniment and transport

Animators

Supplementary services (Aesthetic care, Non-health care, Podiatry treatments)

HEALTH SERVICES

Medical Assistance, Nursing, Rehabilitation, Protection

The RSA ensures compliance with the assistance standards set for the “High Maintenance” performance level

- Dedicated medical assistance: 160 minutes/units
- Presence of nursing: 45 minutes per guest, covering 24H
- Dedicated global assistance: > 140 minutes per capita, inclusive of nursing, rehabilitation and care assistance.

MEDICAL ASSISTANCE

Medical assistance is guaranteed by general practitioners assisted by the Medical Director/Health Director and a substitute doctor and provides:

- Medical surveillance and health protection
- Geriatric counseling
- Clinical management
- General medical assistance
- Preparation of the therapeutic program
- Medication procurement

The Medical Director is present every day, from Monday to Saturday, from 8.00 am to 2.00 pm, while general practitioners ensure their presence in the facility, which is planned and coordinated by the Medical Director, according to the procedures established by the general rules in force and in the context of the relevant national collective agreement.

The Medical Director is assisted in every planning, monitoring and control function by the Nurse Manager who also assumes the function of Structure Coordinator.

Medical assistance is also guaranteed during the night, on holidays and for situations that are urgent through the medical service (continuity of assistance).

The function of medical surveillance and health protection carried out by

the RSA's Medical Director is in the nature of a health management, with responsibility for monitoring health care and the psycho-physical conditions of the Guests, as well as organizing all interventions with the hospital of reference and with the other services of the local ASL.

Guests use the services of general medicine provided by their doctor and specialist services, instrumental and laboratory diagnostics, as well as other specialist services that can be provided by the Regional Health Service in accordance with current legislation.

To this end, the RSA is functionally connected with the territorial services pertaining to the district's socio-health activities and in relation to the specific pathologies of the guests: the public hospital, the San Paolo Hospital of Civitavecchia, the specialized polyclinical facilities, the services and territorial rehabilitation centers as well as mental health departments. For cases of permanent or prolonged hospitality, the guests provide for the variation of the attending physician through the choice of one of the healthcare professionals belonging to the ASL Roma 4, according to the agreements stipulated at regional level with the general practitioners.

The specific therapies prescribed by the general practitioner are carried out by the nursing staff.

Pharmaceutical services are insured within the limits set for the general public.

The Medical Director guarantees the coordination for the performance of all the laboratory tests and all the specialized assessments prescribed by the GPs.

Clinical emergency and health protection

The RSA ensures an adequate level of health protection, both for the daily presence of the Medical Director, and for the connections with the territorial health network, which offers integrated and ready-to-use services (Medical Guard, 118 Service, First Aid, Civil Hospital, specialist clinics, etc. ..).

In the event of a condition requiring hospital care or intensive and specialized medical care, the Guest will be sent to the nearest hospital by request of 118.

NURSING

- Planning, management and evaluation of nursing assistance
- Storage, custody and updating of nursing data
- Individual professional action in collaboration with other operators health and social care
- Supervision of assistance personnel regarding the execution of tasks
- Application of the prescribed diagnostic and therapeutic services
- Individual treatments according to the PAI

MOTOR AND FUNCTIONAL REHABILITATION

- Functional evaluation at entry and periodic
- Group physical activity
- Individual treatments according to the PAI

COGNITIVE AND SENSORIAL STIMULATION

- Evaluation at the entrance and periodic
- Stimulation activity based on personal characteristics
- Individual treatments according to the PAI

THERAPY AND PSYCHOLOGICAL SUPPORT

- Support for insertion and adaptation
- Support for family members
- Group cognitive stimulation
- Specific activities for behavioral disorders
- Accompaniment in critical and terminal phases
- Individual treatments according to the PAI

PSYCHO-SOCIAL THERAPY AND GERIATRIC ANIMATION

- Daily activities according to the Structure program
- Space-time orientation activities
- Occupational activities
- Fun and entertainment activities
- Artistic mediation laboratories (manual, graphic-pictorial, theatrical, music, dance-movement, etc...)
- Excursions to neighboring towns
- Organization of large themed events
- Monthly birthday celebration

- Live music on holidays

PROTECTION ASSISTANCE

- Care of the person
- Protection and surveillance of the person
- Care of relationship life
- Care for comfort and living environment
- Data collection and recording
- Individual treatments according to the PAI

DIETICIAN

- Menu elaborated according to the season
- Processing of personalized diets
- Anthropometric measurements and body weight monitoring, in order to preventing/avoiding states of malnutrition in people with pathologies at risk like Dementia
- Assistance to the meal, in particular of the subjects at risk, evaluation of states of dysphagia, eating disorders;
- Bioimpedance analysis aimed at observing any variations in the body composition (muscle and fat mass) and state of hydration.
- Continuous monitoring of guests in order to guarantee a supply balanced

HOTEL AND GENERAL SERVICES

CONTAINER AND SWITCHBOARD

The concierge carries out a welcome and information service in the spirit of stimulating the participation of guests. It is characterized as a “condominium porter’s lodge” where useful information, complaints and suggestions for improving the service converge, where the Guest can always feel welcomed.

FOOD

The meals are prepared in the internal kitchen of the structure according to a menu articulated in 6 weeks following the summer and winter season.

The menu, prepared by the dietician, is periodically updated, discussed with the Guests and approved by the SIAN service (Food Hygiene and Nutrition Service) of the ASL.

The menu includes breakfast, mid-morning hydration, lunch, snack, afternoon hydration, dinner and evening hydration and offers various choices among dishes.

Special diets are prepared by the dietician at the doctor’s request. The structure guarantees the preparation of diets inspired by religious beliefs and personal eating habits.

HOURS OF MEALS

Breakfast	from 8.00 to 10.30
Idratazione intensiva	from 11.00 to 11.30
Lunch	12.00 - 12.45 -13.00
Snack	from 15.30 to 16.30
Dinner	18.30 - 18.45 - 19.00

Lunch and dinner take place at three different distribution times depending on the needs of the different residential units.

COFFEE BAR

The bar is a space for socializing, a meeting place for guests, staff, family and visitors; drinks at the bar are charged and regulated by the conditions and in the manner established by the Direction. Family members can arrange the personalized consumption methods at the bar for their loved ones and the related payment methods. Consistent with the availability of the structure, at the bar it is possible to book, at least two days in advance, lunch with family members or even snacks to eat with friends.

LAUNDRY AND WARDROBE

The laundry and wardrobe service is carried out inside the residence and consists of washing in the washing machine and ironing of the guests' clothing. In order to guarantee the personal care of the Guest, the residence takes on the following precautions:

- mark individual items of clothing
- activate a wardrobe card for each individual guest
- keep records of every "loading and unloading" action in relation to the delivery of new items and replacement of those no longer used
- keep records of the items kept in the seasonal wardrobe of the structure.

CLEANING OF ENVIRONMENTS AND WASTE DISPOSAL

The cleaning service ensures maximum hygiene of the environment and of every element present in it thanks to the application of the most advanced methods in the sector and the adoption of high quality techniques and products.

The service is carried out taking into account the needs of the guests and adapting, as far as possible, the sequence of activities to their rhythms of life.

PEST CONTROL

Pest control is aimed at guaranteeing the hygienic safety of the structure through a program of prevention and elimination interventions of each type

of pest. All interventions are previously reported and performed in conditions of complete safety.

MAINTENANCE

The maintenance takes place according to a program of interventions divided into ordinary and extraordinary. The interventions concern the building, the plants, the equipment, the external areas. The maintenance technician is present full-time in the structure and with ample availability in order to ensure timeliness in interventions and safety.

ADMINISTRATIVE SERVICE

The administrative office is open to the public from Monday to Friday, from 9.00 to 13.00/15.00 to 17.00. It takes care of all administrative and accounting compliance related to the hospitality contract.

SOCIAL SERVICE

The Social Service is guaranteed by the presence of the social worker who also plays the role of director of the structure; the social worker presides over the initial entry interviews, arranges the admission procedures, defines the hospitality fees and maintains contact with the family for the entire duration of the hospitalization for all social problems. He is the internal contact person in relations with the Social Services of the Municipalities to which the guests belong and is active in dealing with the assistance practices requested by them.

ACCOMPANIMENT AND TRANSPORT OUTSIDE

The Structure makes available, at the request of the Guest and with an additional cost, an external escort service, for the different exit requirements, if the family is unable to provide it independently.

RELIGIOUS SERVICES

The structure respects the spirituality and religious beliefs of each guest and strives to this end so that everyone has the requested religious assistance.

For those who profess the Catholic religion, the following are organized:

- the celebration of Holy Mass, on a weekly basis
- group prayer, on a weekly basis
- individual religious assistance, upon request.

Religious services take place both in the internal chapel, located in the basement, and in the multi-purpose hall on the ground floor.

For people belonging to religions other than Christian, the management undertakes to find the requested religious representatives, if present in the area.

FUNERALS

The structure has a burial chamber for the funeral.

The choice of the funeral company to be used for the funeral is the sole responsibility of the family members, in compliance with the rules governing funeral activities. On request, it is also possible to celebrate the funeral service in the chapel of the structure.

SUPPLEMENTARY SERVICES

AESTHETIC CARE

The residence has an environment reserved for beauty treatments, hairdressing and barbershops. Aesthetic treatments are considered important for the well-being of the person and carried out with due care. The service includes weekly folding, monthly haircut, manicure and shaving of the beard when needed, but more elaborate treatments such as hair dye and permanent are also possible. The cost of the service is not included in the basic fee.

PODOLOGY TREATMENTS

The Residence offers a podiatry service. The podiatrist is present on a weekly basis and carries out treatments at the request of the guests. The cost of the service is not included in the basic fee.

NON-HEALTH ADDITIONAL PERSONAL ASSISTANCE (ANS)

Non-health supplementary personal assistance is regulated by specific internal regulations based on regional regulations.

These are help activities for which specific caregiving skills are not required (assistance inside or outside the Residence, help during meals or for walking, company or commissions) requested by the guest to supplement the services offered from the structure for personal needs.

Given the primary responsibility of the structure towards the client, the insertion of the personal assistant must be authorized by the management and agreed upon the methods of collaboration. The management reserves the right to approve the request for inclusion of the personal assistant as well as to request the suspension at any time if not deemed adequate.



SECTION THREE
Care types

ORGANIZATION PLAN

The RSA Quinta Stella is organized according to a simple and streamlined management model that provides for the direct management of health services and outsourcing of hotel and general services.

Aware that the effectiveness of the organization is measured on the value of the operators, their professional motivation and their sense of responsibility towards the Guests, we chose a particular management model based on continuity of care and the empowerment of the operators. To this end, compatibly with the shifting requirements, the social-health operators are permanently assigned to a unit and become tutors of a small group of Guests so as to be able to deepen their knowledge and become their referent for every type of request.

In the group of the same operators, a person in charge of the unit is identified with the task of implementing and verifying the care objectives on a daily basis, guaranteeing a constant relationship of collaboration with the relatives of the Guests and ensuring an effective integration with the health, social and auxiliary staff that operates throughout the structure.

On the other hand, operators with a specialist role operate in every unit of the structure, guaranteeing technical supervision and uniformity of treatment.

The health management is entrusted to the Medical Director and the coordination of the structure to the Nursing Manager.

This organization guarantees flexibility and speed in the implementation of the interventions and adaptability to the Guests and their needs.

The main features of the Quinta Stella organizational model are:

- Organization of the day according to a family lifestyle
- Individualized Assistance Plan (PAI) for each guest
- Personal clinical and care record
- Team work and project methods
- Quality Management System
- Periodic update of the Service Charter and Internal Regulations.

The structure envisages the following operational structures:

Management team (chaired by the administrative director and composed of managing director, medical manager, nurse manager, administrative manager). It meets on an average of a half-yearly basis or as needed, for monitoring the progress of the service and verifying the effectiveness of the actions taken with a view to continuously improving the quality of the service.

Multidimensional assessment team (chaired by the medical director and composed of manager nurse, psychologist, physiotherapist, educator, core manager, social worker). It meets every time a new guest enters in the Residence and on monthly average basis for periodic reviews of the PAI.

Unit team (chaired by the nurse manager and composed of Oss responsible of the nucleus, psychologist, physiotherapists, educators). It meets on an average monthly basis to monitor the progress of core activities.

Every day the Medical Director carries out a briefing with the nurse manager, the psychologist and the physiotherapists for the monitoring of the PAI and the organization of the day.

ASSISTENCE PLAN

Individualized Assistance Plan (PAI)

Quinta Stella's welfare methodology is based on the principles of the uniqueness and self-determination of the person, principles for which each guest is unique and expresses his own needs and has access to personalized interventions. Each guest is free in his choices and participates in the decisions about his assistance plan, where is possible.

An Individualized Assistance Plan (PAI) is defined for each Guest on the basis of his needs. It identifies the improvement objectives to be pursued, the assistance actions to be carried out and the verification times. The PAI is developed by the internal multidimensional team using regional validated assessment tools and embraces every aspect of a person's life.

The PAI outlines the life of the person in the structure and allows to see every

minimum modification of Guest's psycho-physical conditions and to monitor the effectiveness of each intervention carried out.

Generally, the objectives of the PAI are developed in the following areas:

- maintenance and recovery of health status and personal autonomy
- prevention of psycho-physical decay and cognitive stimulation
- reactivation of social relations and relationships.

At the entrance, the Guest is entrusted with the careful care of the operators who observe and record the behaviors in order to understand the needs of the guest and evaluate his present autonomy.

Every aspect of the Guest's daily life becomes part of the assistance project, from the care for his person to the relationship life, from the rehabilitation to everything that can contribute to bring wellness and serenity and improve the quality of life.

The assistance plan is built day after day and constantly updated throughout the life span of the person.

The guest and his family are actively involved with a view to a wider participation.

All data relating to the decisions taken and the interventions carried out are recorded and documented in the Care Report.

The care plan for people with dementia

Quinta Stella specializes in assisting people with dementia, drawing inspiration from the Gentle Care model of care that embraces people, physical space and programs in a methodological continuum. This model has influenced the architectural design of the Residence for accompany people at every stage of the illness.

Quinta Stella develops on the models of Home and Town: Home as a place of roots, refuge from external difficulties, where the person can find themselves; Town as a place of sociality and opportunities for relationships which represent effective psycho-social care contexts, capable of validly supporting drug therapy.

People with cognitive and memory deficits or those affected by behavioral or affect disorders, in such a suitable context, can express themselves freely as if dementia were a trait of character and not of illness, living their condition with dignity. For every guest with dementia, the living space, the activities, the friendships and even the words with which the delirium situations are addressed are fundamental elements of the PAI; everything contributes to building the personal care setting.

To deal with a person with dementia represents a long-term cure that requires the search for increasingly complex solutions. The degenerative and progressive aspects that characterize dementia and its persistence over the years lead to a worsening of many aspects, which included mental and physical disability accompanied by clinical instability.

The traditional biomedical model fails to cope with this complexity. The main objective of the treatment becomes no longer the healing of the disease but the promotion of the well-being of the person and the containment of the stress both of the patient and of the patient by means of a prosthetic approach that is made of a custom-designed environment, specialized operators and activities of simple and short aids, personalized on the individual's possibilities and free of stress.

ORGANIZATION OF DAILY LIFE

The organization in the structure is such as to ensure respect for dignity and personal freedom, privacy, individuality and religious convictions.

In the organization of the day and in the planning of the activities, we always try to respect the habits of the people in order to adapt as much as possible the services offered to the requests of the Guest. Timetables are never too rigid, people are free to move around and request personalized treatments. The Guest is offered ample opportunity to choose, so that he can freely express his will and feel motivated to take part in the social life of the Home.

For the continuity of social relationships and life in relationships, the Guest is permitted, compatibly with his psycho-physical conditions, to freely move even outside the structure.

CHRONICLE OF A DAY IN QUINTA STELLA

From 7.00: personal care activities (hygiene and nursing) to allow guests to get up and live the day; times and methods are defined according to the needs of each individual guest and, as far as possible, the lift follows the rhythm of natural awakening.

From 8.00: Breakfast can be anticipated and continued until late morning. It's possible to choose.

From 9.00 to 11.30: Different morning activities are held, according to the programs and individual availability:

- medical examination
- aesthetic treatment by the hairdresser
- reading the newspaper
- group gymnastics
- path plan

From 11.00: Guests are encouraged to hydrate themselves.

From 11.30: Preparations for lunch according to individual programs:

- hygienic care
- customized table set-up
- distribution of lunch in room

From 12.00 to 1.00 pm: Lunch has different distribution times according to the programs and the booked menu; Guests receive assistance on the bases of their assistance program.

From 13.30 to 14.00: necessary activities for the afternoon rest, in bed or in an armchair, according to individual habits.

From 15.30: necessary activities to raise the guests in preparation for the afternoon.

From 16.00: Snack time, where guests are encouraged to hydrate themselves;

on certain days, the snack coincides with the celebration of a particular event and is enriched with homemade preparations.

From 16.30 to 18.00: The different activities of the afternoon are held according to the programs and individual availability:

- animation activities with educators
- free pastimes in small squares
- religious services, on set days

From 18.00: Preparations for the dinner according to the individual programs:

- hygienic care
- customized table set-up
- distribution of dinner in the room

From 18.30 to 19.00: Dinner has different distribution times based on the programs and the menu booked; Guests receive assistance on the bases of their assistance program.

From 19.30: Personal care activities (hygienic and nursing) to allow guests to go to bed and end the day; times and methods are defined according to the needs of each individual guest.

From 22.00: Night rest.

At night, the assistance staff supervises and ensures that sleep is carried out in the best possible way: answering calls, performing hygienic care, administering the necessary therapies, executing the movement program in bed and above all makes itself available to listen to the people who feel the need to talk or just be reassured.

COMMUNITY LIFE

The community life in the structure is very lively, a sort of “therapeutic background” in the program of activities that engage guests daily. The Piazza del Popolo, a meeting place for guests, family, visitors and operators, acts as a collector and amplifier of the cognitive and emotional stimulation carried out by the educators in the programmed activities, in a sort of therapeutic

continuity. The goal of “normal life as therapy” in the Piazza takes shape and activates the relational potential of everyone.

Community life is part of the structure’s assistance program and individualized care plans.

VISITING HOURS

The Quinta Stella Residence is always open to visitors during the day. However, the access to units and rooms is allowed in the morning from 10.00 to 12.30 and in the afternoon from 16.00 to 18.30.

The respect of the schedules guarantees the correct carrying out of the care activities both of the people and environments, in compliance with the privacy of the guests. In special situations, visitors can be allowed on request, even outside the scheduled time. During the visiting hours, visitors are invited to respect the living habits of resident guests and not to hinder, in any way, the care activities and the work of the operators.

EXIT AND PERMITS

To protect people, it is necessary to keep the attendance record of the Guests constantly updated, and so each exit from the Residence, either independently or accompanied by a family member or other trusted person, must always be communicated to the staff on duty and reported on the appropriate register placed at the reception.

Before leaving, make sure with the staff that there are no particular causes or impediments or precautions to be taken.

MEETING WITH GUESTS AND FAMILY MEMBER

Each guest can receive visits from relatives and friends. It is necessary, however, these visits must not be an obstacle to health activities (medical, nursing, rehabilitation, assistance) carried out at the Structure and that they do not disturb the rest of the other guests, especially if such visits take place

inside the rooms.

Inside the Residence there are special spaces for collective activities of reactivation and socialization available to guests and their families, such as the multi-purpose room, restaurant, bar and outdoor equipped space.

In order to develop proximity with guests and family members, the management provides ample space for individual meetings; in addition, regular collegial meetings with family members are planned to monitor the perception of the quality and expectations regarding services.



SECTION FOUR

Standard of Quality, Commitments and Programs

STANDARD OF QUALITY

In order to ensure a service of excellence, the Direction has implemented the UNI EN ISO 9001: 2015 Quality Management System in the structure. The ISO System makes it possible to carry out a precise analysis of the context in which the structure operates, of the risks to which it is exposed and of the appropriate actions to deal with them, of knowing the expectations of the interested parties and the prospects for development of the management system. In this way the service is kept under control in every component and, above all, in the perspective of continuous improvement. In this sense, the ISO System is a valid tool to guarantee to the Guests a good quality of life.

The quality level of the service is monitored through periodic team meetings and through the internal inspection plan. The verification system ensures that the Quality Management System complies with the requirements established by the organization.

To evaluate the quality of the service we use the indicators established in the new Accreditation Manual (DCA 469/2017) of which in particular:

- the adequacy of the organization
- the adequacy of the assistance methodology
- the effectiveness of assistance programs (health, nursing, care, rehabilitation)
- management of clinical risk/adverse events and related infections support
- the adequacy of internal and external communications
- the adequacy of the structure and equipment
- staff competence
- the participation of family members
- the involvement of voluntary and protection associations
- the humanization of places and services

MONITORING AND VERIFICATION OF THE QUALITY STANDARDS

For each of the aforementioned quality indicators, the Direction establishes annually the reference standard to which the entire organization must tend and, during the Management Review, verifies the level of deviation. The organization is measured, in this way, in its ability to achieve the pre-set results and, where critical issues or the need for strategic strengthening emerge, it strives to implement improvement projects.

The improvement projects are established annually within the Quality Plan, shared with the operators, monitored for progress and verified in the objectives achieved.

The quality of the service, as well as during the Management Review, is constantly monitored through the internal Audit program and the verification meetings with the Chief Executive Officer and the Board of Directors.

The structure obtained the quality certification on 24 September 2015 and, on an annual basis, submits the management system to the verification of the external certification Bureau Veritas in order to maintain the validity of the certificate and renew it every three years.

COMMITMENTS

QUINTA STELLA **is committed** to constantly guaranteeing a personalized assistance service, able to satisfy the needs and requests of every single guest of the Residence, with a view to pursuing excellence in every service.

QUINTA STELLA **is committed** to maintaining the environmental prosthetic characteristic, always seeking the most innovative technological assistance solutions, in order to help each person to compensate for the missing functions and support those still active, inside a protected and comfortable place felt by each guest as “his own home”.

QUINTA STELLA **is committed** to continuing the path of specialization in the treatment of dementia and behavioral disorders, updating staff on the

most innovative and effective care and assistance methods.

QUINTA STELLA *is committed* to ensure that relationships with family members become true “therapeutic relationships” for the well-being of the elderly.

QUINTA STELLA *is committed* to guarantee scientific quality, appropriateness of care and humanization of assistance, in compliance with the provisions of the DCA U00469 / 2017.

CHECK OF COMMITMENTS AND ORGANIZATIONAL ADJUSTMENT

The Direction periodically verifies that the management system is adequate to the quality requirements set and the commitments undertaken. If significant deviations between the actual and the defined standards are detected, the Direction will make the necessary organizational adjustments. The Direction is also careful to keep the direct line with the users in order to know their needs and guarantee a personalized service.

PROGRAMS

The Structure is projected to continuous improvement. To this end, every year, the Direction prepares a Quality Plan which commits each service to develop improvement projects. The projects are identified on the basis of emerged criticalities, of new needs that have arisen or simply for the motivation to produce innovation and specialization.

The Quality Plan is monitored during the year and assessed for the effectiveness of achieving the set objectives, on the occasion of the Management Review.

CHECK AND DETECTION OF THE APPROVAL RATING

The Direction encourages Guests, family members and citizens’ organizations to provide judgments on the care provided and stimulates their active participation in the evaluation of the quality of services through:

- periodic meetings with the participation committee, family members, guests
- administration of Questionnaires to be submitted to guests and family members on average on an annual basis
- direct observation and investigations
- activation of specific quality improvement programs service based on the critical issues that emerged.

The Direction shares the results of user satisfaction surveys with the interested parties.



SECTION FIVE

Functioning, Conditions, Instruments of protection

RESPONSIBILITIES IN RELATIONSHIPS

Insurance coverage

The Structure guarantees insurance coverage for risks from accidents or damage suffered or caused by Guests, staff and volunteers.

The Structure is insured with UnipolSai Assicurazioni S.p.A. with Third-Party Civil Liability policy.

Civil liability

The Residence is responsible for any act or fact attributable to the behavior of employees or in any case deriving from negligent, imprudent or inexact conduct by the representatives of the Residence.

However, the Direction of the Structure does not assume any responsibility, both civil and criminal, regarding facts that may arise due to behaviors attributable to wilful or negligent conduct by the Guests.

The Direction does not assume any civil or criminal responsibility for damages consequent to accidental falls of the Guest.

At the entrance, Guests and their representatives are invited to take note of the safety features of the structure, level of care provided, protection measures adopted against them and made aware of the risks that may derive both from the state of fragility of the old person and from the typical promiscuity of community life, therefore the TOLFA CARE SRL company is exempt:

- any compensation for damages that the person can independently obtain in the event of an accidental fall that cannot be attributed to the direct responsibility of the structure;
- any compensation for damages caused by other guests or consequent to their behavior.

Custody of values

Guests can use, on request, a safe deposit service at the Administrative

Department that will send them, with a note on a special register.

The Direction of the Structure does not assume any responsibility, both civil and criminal, regarding the property owned by the Guest (personal effects or values) for damages resulting from loss or damage not attributable to the direct responsibility of the structure.

CLAIMS, SUGGESTIONS AND SATISFACTION

The Direction strives to detect any form of dissatisfaction by users and family members and to promote their active participation in the management of the service. The Direction also requests the reporting of any accidents or risky situations of which Guests, family members and visitors may have witnessed. To this end, a specific procedure has been defined for the detection and treatment of complaints, suggestions and reports. Complaints, suggestions and reports can be presented in the direction or to the operators in service, in different ways: verbally, in writing, by email or even anonymously using the form available in the Quality Point, at the notice board reserved for the Participation Committee.

As a rule, the dispute must be resolved as soon as possible and the person who exposed the complaint has the right to be informed of the decisions taken and the actions taken to resolve the complaint within 7 days. If the complaint has no possibility of resolution, neither immediate nor future, because by its nature independent of the ability of the Structure to to resolve it, the person concerned must equally be informed.

All complaints are archived and evaluated during the annual management review in order to monitor the quality of service and user satisfaction.

COMPENSATING/REFUNDING

The guest who believes he has suffered damage may submit a request for compensation/reimbursement to the management. The management, if it deems the request to be founded and believes that the damage is attributable

to the direct responsibility of the structure, will transmit the request for compensation to the insurance company which, once the necessary assessments have been carried out, will be able to define the possible amount of compensation.

PROTECTION GUARANTEES OF THE PERSON RIGHTS

- The structure has adopted the Patient Rights Charter and carried out every information action for its dissemination in all areas (guests, family, staff).
- Respect for patient rights is the basis of the training program for the operators and periodic self-assessment of the structure's operations.
- In the organization of services and activities, it's taken into account the Guests' habits and values, respecting individual times and spaces, food choices especially if of religious origin, the right to manifest their faith and participate in functions.
- The Direction strives to ensure that Guests and Family members meet in representative and rights protection bodies for listening and service verification meetings.
- The Residence guarantees insurance coverage for risks from accidents or damage suffered or caused by Guests, staff and volunteers.

COMMITTEE OF PARTICIPATION

The Participation Committee is established, in accordance with current legislation, with the aim of activating initiatives to encourage interaction with users and protect the right to the correct use of services, favoring citizen participation in the various stages of interventions.

The Participation Committee is a representative body of guests, family members and associations with the tasks of:

- collaboration with the structure to improve the quality of the service and

- for the full and timely dissemination of information to guests and families;
- promotion of actions and integrative initiatives in order to increase the quality of life of the guests.

The body has no powers of legal representation or subrogation in the legal relations between the individual Guests and the Residence, it may instead have the function of collecting and assessing the requests of the Guests, in particular as regards the initiatives and collateral activities intended to promote greater autonomy and greater integration of the person within the RSA and, outside, with the social fabric, formulating the consequent proposals to the management of the structure.

The procedures for setting up and operating the Committee are governed by regional legislation.

VOLUNTEERING

The Direction guarantees and ensures the participation of the Volunteer and Rights Protection Bodies, in implementation of the provisions of art. 14 of Legislative Decree 50211992, from the National Health Services Charter and from the Guidelines for Corporate Acts of the Lazio Region (DCA U00311/2014). QUINTA STELLA signed on 12/1/2014 an agreement with the ANTEAS South Etruria Volunteer Association of Civitavecchia for the project “Un po’ di compagnia” [A little company] which guarantees the presence of volunteers on average twice a week. The ANTEAS volunteers actively collaborate in animation activities and affective support for guests.

In the insertion of the volunteers, the Structure is careful to provide adequate guarantees of competence, disinterest, impartiality and dedication towards the Guests; in this sense, the accesses of the volunteers are subordinated to the presentation of a specific application, to a cognitive interview and to the authorization of the management of the Structure.

The volunteer carries out his activity in a spontaneous and free manner, without profit, even indirect, and exclusively for purposes of solidarity.

The skills of the volunteers are mainly carried out in relational activities, affective support and collaboration in animation activities.

In carrying out the activities, the volunteer is required to respect the freedom, personal dignity, rights and privacy of users, including the right to refuse voluntary service.

It is the duty of the staff on duty to supervise the work of the volunteers and prepare actions for their proper integration into the organization of the activities of the structures.

It is the psychologist's care to make the volunteers aware of the needs of the elderly person and to provide methodological training support for the development of adequate relational modalities.

RECOMMENDATIONS FOR FAMILIES AND VISITORS

QUINTA STELLA is an open and welcoming structure for family and visitors. However, in order to ensure the maximum protection of the Guest, some recommendations are necessary:

- Family members cannot take health initiatives (visits, exams, specialist services, etc.) without consulting with the doctor Responsible for the RSA.
- It is absolutely forbidden for family members and visitors to administer in any way or leave medicinal to Guests, except for what agreed with the Management of the RSA.
- In addition, to keep food diets adequate for the needs of the Guest, also in relation to ongoing therapies and health conditions, visitors will be able to bring and leave food supplies and comfort for guests only if authorized. This authorization can never be granted or requested for alcoholic beverages of any kind.
- Visitors are forbidden to take autonomous initiatives that go beyond the rhythms or methods of collective life, and to interfere in the way the work is carried out through formal and non-formal requests with the staff on

duty.

- During the hygienic care of the Guests, family members and visitors are invited to leave the rooms of hospitalization.
- The RSA, through its work organization, always sets the priority objective of guaranteeing equal dignity and availability to all its Guests. Therefore, any request or notification of problems will always be addressed to the Direction of the Residence, as the only person in charge of planning, ratifying, socializing and guaranteeing the criteria of collective relationships and the performance of the service.
- In no case and for any reason may sums of money, donations and/or gratuities of any kind be granted to the staff of the Residence.

SAFETY REGULATIONS

As required by current legislation, all personnel are adequately trained to intervene in emergency situations. Safety regulations are applied within the Residence. In the event of an emergency, all users and visitors are required to strictly follow the instructions of the Structure staff.

All the information contained in this document is updated to the date of 1 June 2018. Any subsequent changes and additions will be announced by management in the usual communication methods. The contents of the Service Charter can also be consulted on www.quintastella.it.

