

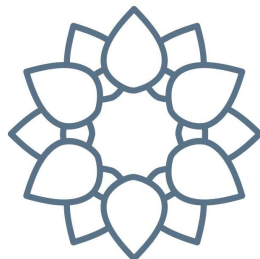


villa frasassi

RESIDENZA PER ANZIANI

SERVICE CHARTER

CDS 01
Pg. 1 of 25



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"RETIREMENT HOME AND PROTECTED RESIDENCE
C/DEMENTIA"

SERVICE CHARTER

YEAR 2024

Reviews		Description of Changes	Processed by	Verified by	Approved by
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SUMMARY

1 – FOREWORD.....	page 4
2 - THE STORY.....	pag.4
3 PRESENTATION OF THE ORGANISATION.....	pag.4
3.1 - Missions and Values.....	pag.4
4 -DESCRIPTION OF THE SERVICE.....	pag.6
4.1 - The Rest Home.....	pag.6
4.2 - The Protected Residence for Dementia.....	pag.6
4.3 - The Structure.....	pag.6
5 - METHODS OF ADMISSION AND DISMISSION.....	pag.8
5.1 - Arrangements for admission to the Rest Home.....	pag.8
5.2 - Admission to the Protected Residence for Dementia.....	pag.8
5.3 Resignation.....	pag.9
6 - THE WAITING LIST.....	pag.9
6.1 - The Nursing Home Waiting List.....	pag.9
6.2 - The waiting list of the Protected Residence for Dementia.....	pag.9
7- THERAPEUTIC EQUIPMENT.....	pag.10
8 - RETENTION COSTS AND CORRESPONDENCE METHODS.....	pag.11
8.1- Keeping the place.....	pag.11
9- ORGANISATION OF THE SERVICE	pag.12
9.1 - The Rest Home.....	pag.12
9.2 - The Protected Residence for Dementia.....	pag.12
10 - RULES OF COMMUNITY LIFE.....	pag.13



villa frasassi

RESIDENZA PER ANZIANI

11 - STAFF TRAINING AND UPDATING.....	pag.14
12 - LISTENING AND PROTECTION.....	pag.14
12.1 - Rights and dutiespag.....	pag.14
12.2 – Complaints.....	pag.15
12.3 – Privacy.....	pag.15
13 - RECREATIONAL ACTIVITIES.....	pag.15
13.1 Physiotherapy Service.....	pag.15
14 - RELIGIOUS SERVICE.....	pag.16
15 - RELATIONS WITH THE LOCAL COMMUNITY AND TERRITORIAL SERVICES.....	pag.16
16- PRESERVATION OF DOCUMENTATION.....	pag.16
17 - WAYS OF ACCESSING FAMILY MEMBERS.....	pag.16
18 - GUEST AND FAMILY REPRESENTATION BODIES.....	pag.17
19 - EVALUATION OF SERVICE.....	pag.17
20 - DIFFUSION OF SERVICE CHARTERS.....	pag.17
21 - HOTEL SERVICES.....	pag.18
CONTACTS.....	pag.18
- ANNEX A: Family and caregiver satisfaction/efficacy questionnaire.....	pag.19
- ANNEX B Patient satisfaction/efficacy questionnaire.....	pag.20
- ANNEX C: Inefficiency/Complaint Report Form.....	pag.23

1- FOREWORD

This Service Charter of the Casa di Riposo Frasassi s.r.l., is intended to set out the principles that must inspire the provision of services, and is a tool aimed at protecting the needs of citizens who can and wish to make use of them in compliance with the principles dictated by Law 21/2016 and subsequent amendments. The Service Charter is essentially aimed at protecting the rights of Guests

2- THE HISTORY

Residenza Villa Frasassi located in Via Marconi n.33 Genga (AN), about 15 km from Fabriano and 62 km from Ancona, is situated in the beautiful town of Genga and was built from a former hotel, known as "ALBERGO FRASASSI". It was built in 1970 and renovated in 1978 by the Marinelli brothers, who obtained permission to carry out the building work, allocating the property to the tourist-hotel business. In 1985 the hotel was purchased by the Frasassi Consortium and after a few years in 1998 a project to renovate the building was completed in 1999 where 87 beds, a conference room, a restaurant room, a bar, a kitchen and a TV room were built for a total of 1607.30 square metres. In 2020, the building was purchased by the Edilcrea Company, which in 2021 presented a project to build a Rest Home for the Elderly by making internal modifications to the existing building, completing the work in 2023.

3. PRESENTATION OF THE ORGANISATION

The Rest Home is managed by a social and residential facility for the elderly called FRASASSI CASA DI RIPOSO SRL registered with the CCIAA of Ancona, established in 2021. The management of social and health services and hotel services has been entrusted to HELIOS Coop. Soc. Assistenziale registered in the National Register of Type A Social Cooperatives.

3.1- Missions and Values

The Rest Home "Villa Frasassi" was the result of an active collaboration between the Municipality of Genga and the community, on 21/04/2021 the Marche Region expressed a favourable opinion under the aspect of regional requirements with reference to the construction of the Rest Home. The structure was authorised to operate by the Municipality of Genga with determination no. 90 on 27/02/2023. On 12/05/2023, following the favourable opinion of the Marche Region Council, with decision no. 79, the Genga Municipality authorised the construction of the Protected Residence for people with dementia with 27 beds, which is currently undergoing authorisation to operate. The organisation of the Rest Home and Protected Residence R3D "Villa Frasassi" undertakes to provide the social-residential service within its competence inspired by the following principles



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RESIDENZA PER ANZIANI

- **Equality**

The same services are guaranteed without any discrimination with regard to differences in gender, race, religion and political opinion.

- **Solidarity**

Commitment to reciprocity, tolerance and mutual support

- **Impartiality**

The attitude and behaviour of staff are inspired by criteria of impartiality and objectivity

- **Accountability and participation**

The person is considered an active participant in the design, sharing, verification of the service provided

- **Respect**

the needs of each individual understood in the social dimension of the group are given priority

- **Continuity**

Care and continuity of care for guests is guaranteed, as well as information on the therapeutic choices and treatments proposed

- **Efficiency and effectiveness**

In line with the fundamental principles it pursues, the Villa Frasassi Residence bases its mission on the care and protection of its guests, enabling them to maintain and expand their residual capacities, trying to overcome with dignity the problems and pathologies that can affect the elderly.

The objective of the structure is to:

- welcome elderly people who cannot or do not want to stay with their families or in their own homes
- offer medical, health and welfare assistance
- promote the psycho-physical well-being of the elderly
- encourage the maintenance of family and friendship relations, also with a view to a possible reintegration into the family.
- Continuous improvement of the quality of services to better meet the needs of guests;
- Ensuring qualified care, resulting from continuous staff training, to create customised interventions to meet the needs of the individual guest;
- Awareness-raising of the staff, so that they approach the elderly not as just any old person, but as an integral part of a big family;
- Through the intervention of the entertainment and socialisation service, an attempt is made to gather as much information as possible, always respecting the guest's privacy, to recover the elderly person's life habits and past, so as to recreate a familiar and comfortable environment within the facility;
- Maintain communication with guests and family members by keeping up-to-date on customer satisfaction and paying attention to any complaints or suggestions that arise.

4- DESCRIPTION OF SERVICE

The "Villa Frasassi" facility for the elderly managed by Frasassi Casa di Riposo srl, located in Genga (AN) in Via Marconi n. 33 P.Iva 02879160428 is divided into two types of residential facility.

Recipients

4.1 - The Villa Frasassi Rest Home is authorised for a total of 28 beds to accommodate self-sufficient elderly persons who have reached the age of sixty-five and who, by their own choice, prefer to have community services or who, due to senility, loneliness or other reasons, require guarantees of protection throughout the day and community and collective services. The Rest Home provides hospitality and assistance by offering opportunities for community life and services to help with daily activities, stimulation and opportunities for occupational, recreational and maintenance activities. The facility supports the elderly in the management of daily life through qualified staff present 24 hours a day and, as required by law, a nurse when needed. The "Villa Frasassi" Rest Home also guarantees the reception and continuity of care for the elderly who may have a partial reduction in their levels of self-sufficiency within the limits compatible with the services available in the facility.

4.2 - The Protected Residence for Dementia is in the process of being authorised for a total of 27 beds and is intended to accommodate, either temporarily or permanently, non-self-sufficient elderly persons over the age of sixty-five with cognitive deficits but with a low level of behavioural disturbance that cannot be treated at home and who require complex and integrated healthcare services.

4.3 - The "Villa Frasassi" facility is located in the municipality of Genga (AN), in Via Marconi no. 33 and consists of a four-storey building plus a basement floor, fully renovated to accommodate a maximum of 55 guests: as of today, only the basement, ground floor and first floor are authorised and active, for a total of 28 rest home places. Around the facility there is a dedicated space for car parking and flowerbeds. There is a road leading from the car park to the rear entrance where there is a litter lift that connects all the floors of the facility and makes possible ambulance and emergency personnel access to the wards.

On the basement floor: there is a doctor's/nurse's surgery, a room for optional services, a large room for guests, a pantry, a barber's/pedicure room, a cloakroom, a laundry/ironing room with a separate clean/dirty path, two staff changing rooms with separate showers for men and women, a recreation room and a reading room for guests, a bathroom suitable for the disabled and several storage rooms and technical rooms.



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On the ground floor: there are 5 en-suite rooms, of which 3 are double rooms and 2 are single rooms, making a total of 8 beds in the Rest Home, the reception area, a room used for administration and emergency management, the kitchen with an adjoining dishwashing area, the staff room, a canteen/common activities room, a bathroom for visitors and one for guests.

On the first floor: there are 11 en-suite rooms, of which 9 are doubles and 2 singles, with a total of 20 beds in the Rest Home, a storage room and a room used as a guardhouse with a kitchenette.

On the second floor: there are 11 en-suite rooms, including 7 doubles and 4 singles, with a total of 18 beds in Protected Residence c / dementia, there is a room used as a washroom and a storeroom.

On the third floor: there are four double rooms with bathroom and one single room with bathroom, for a total of 09 beds in a Protected Residence with dementia, a room for motor activities, an assisted bathroom and a refreshment corner.

On the outside there is a structure used as a place of worship, made accessible by a ramp suitable for wheelchair users.

The telephone numbers are as follows:

- Reception: 0732-90076
- e-mail administration: direzione@villafrasassi.it
- e-mail ox and nurse: info@villafrasassi.it

How to reach us:



BY CAR:

From FABRIANO - JESI - ANCONA

Ancona - Fabriano highway, exit Sassoferrato/Genga, direction Genga. Follow road signs '**Frasassi Casa di Riposo**'.

5- TERMS OF ADMISSION AND RESIGNATION

5.1 - Access to the Casa di Riposo Frasassi s.r.l. is subject to the submission by e-mail or directly to the secretary's office of the Casa di Riposo Frasassi s.r.l., via Marconi n. 33 - Genga (AN) by appointment, of the appropriate application in the form of self-certification, drawn up by the guest, or by the person acting on his or her behalf, which must express the wish to be admitted to the facility and must be presented accompanied by a certificate issued by the attending physician attesting to the guest's general state of health, condition of self-sufficiency or suitability for admission to the facility. If the person applying for admission to the Casa di Riposo Frasassi is entitled to supplementary fees, or to payment of the full amount, from various organisations or associations, he/she must attach to the application a full or partial commitment of expenditure by the organisation concerned, specifying the monthly amount to be paid by the organisation.

5.2 - Access to the Protected Residence for Dementia is subject to the direct submission, by e-mail or post, to the secretary's office of the Casa di Riposo Frasassi s.r.l., via Marconi n. 33 - Genga (AN), of the appropriate application (see attachment) in the form of self-certification, drawn up by the guest, or their legal guardian, who must express their desire to be admitted, and must be presented together with a certificate issued by the attending physician attesting to their general state of health and non-self-sufficiency, and an assessment by the District Assessment Unit certifying their suitability for the Protected Residence for Dementia. If the District Assessment Unit's assessment is lacking, the Management of the Villa Frasassi facility sends the completed administrative and health documentation to the competent offices of the District Assessment Unit requesting an assessment. If the person applying for admission to the Villa Frasassi facility has the right to an integration of the fees, or to payment of the full amount, by various Bodies or Associations, he/she must attach to the application a full or partial commitment of expenditure by the Body concerned, specifying the monthly amount to be paid by the same.

At the time of admission, the facility will be presented to the patient and his or her family and a 12-point hospitality contract will be signed, outlining the guest's data and degree of self-sufficiency, the data of the family member/guarantor of reference, the rights and responsibilities of the person being cared for, the characteristics of the room, the minimum length of stay and the amount of the fee. The contract in detail will be explained, shared, signed and handed over to the patients, the family member/guarantor at the time of assessment and again at the time of admission.

Documents to be brought with you on entry:

- Identity document
- Health Card
- Exemption Code
- Specialised medical certificates of any drug or food allergies.

- Disability certifications, if any

5.3 RESIGNATIONS

Resignation in the event of a guest giving up, must be communicated with at least 30 days' notice, while the administration can provide for the resignation of a guest on authority, in cases where the guest does not respect the elementary rules of cohabitation and/or causes disturbance and/or danger to other guests, staff and the facility.

6 - THE WAITING LIST

6.1 - Nursing Home Waiting List

If applications for admission exceed the availability of places, a waiting list will be drawn up, taking into account the following priorities in the formation of the list:

- Application history
- Residence in the Ambito Territoriale Sociale n. IX;
- Special social situation of the user.

6.2 - Waiting list Protected Residence for Dementia

The waiting list for the Protected Residence for Dementia is made up of applications for admission accompanied by an U.V.I. evaluation and follows the following criteria:

- Date of application;
- Requirements of social and/or health urgency.

Entry will be agreed with the U.V.I., which in cases of particular urgency may arrange entry regardless of the above criteria.

Resignation in the event of the user giving up must be communicated with at least 30 days' notice, while the Administration may provide for the discharge of a guest on its own authority, in cases where the guest does not respect the elementary rules of cohabitation and/or causes disturbance and/or danger to other guests, staff and the facility. The territorial V.I.U. may, in agreement with the manager of the Frasassi Rest Home, arrange for possible admissions in cases of particular urgency regardless of the above criteria.

7 - Therapeutic Team

In order to guarantee a serene stay of the elderly within the "Villa Frasassi" facility, it is necessary to put the patient at the centre; the physical, mental and social aspects must be enhanced for him to make him feel at ease. The choice of the Protected Residence and Rest Home team is a fundamental moment in the organisation: it is in fact within this team that therapeutic rehabilitation activities for the elderly are planned.

A micro-team, from day one, takes charge of the Guest for the entire period of their stay and meets weekly. The team as a whole meets weekly as needed, to verify and periodically reassess both the socio-rehabilitation programmes and the overall organisation for running the facility.

Specifically, the professional figures envisaged are:

The Facility Manager is a surgical doctor specialised in Oncology-Physiology and Diseases of the Respiratory System with training and experience, collaborates with the nursing coordinator on the process of guest admission, and on the overall pathway, maintains coordination with the medical figures involved in the treatment process.

The Nursing Coordinator plans, manages and evaluates the nursing intervention, guarantees the correct application of diagnostic-therapeutic procedures, acts both individually and in collaboration with other health and social workers in monitoring the health conditions of the guests; if necessary, he/she avails him/herself of the work of support staff such as OSS, Physiotherapist He/she is in charge of coordination between the various professional figures, with particular attention to relations with general practitioners and specialists and with the guests' families, he/she is in charge of the organisation and supply of medicines and health aids.

The physiotherapist: takes care of the individual rehabilitation of the elderly in the gym or guest rooms and other communal areas, in agreement with the facility's general practitioner and physiatrist.

Nurses: are responsible for health protection, medication procedures, medication, monitoring of parameters and work in cooperation with the nursing coordinator and the doctor.

The Facility Doctors are 2 general practitioners, who have programmed access to the Facility. They are responsible for the medical care of the elderly.

Supplementing the above figures are the Social and Health Care Workers, auxiliary staff dealing with hotel services and general services.

8- TUITION COSTS AND PAYMENT TERMS

The service fee (tuition) is decided annually by the Board of Directors, and is :

- Self-sufficient nursing home residents **€ 50.96** per day;
- Non-self-sufficient residents Protected Residence for Dementia **€ 52.60** per day.

The fee includes:

1. general operating expenses (utilities, facility maintenance, depreciation, administration, hotel services)
2. expenses for guests (board, lodging, materials for activities, internet connection,
3. insurance costs (staff, guests)
4. personnel expenses

The amount of the tuition fee may be changed in the event of the need for additional services identified following an assessment by the staff in charge.

Guests requesting to be accommodated in a single room will have a **20%** surcharge on their fees.

A guest who requests individual use of a double room will be charged a surcharge on the basic fee of 50 per cent of the cost of a double room.

The start of payment of tuition fees may not be delayed by more than 10 days from the date on which the acceptance of the application is notified, even if entry, for personal reasons of the guest or family members, takes place later.

Tuition must be paid in advance within the first ten days of each month, which will be increased by the amount of any extra expenses charged (transport, medication, additional hairdressing services, etc.), by payment into the current account in the name of Casa di Riposo Frasassi S.r.l. or directly to the facility's secretary's office by appointment.

If payment is not made, the guest may be discharged. If the resident is transferred, the fees are due for the whole month.

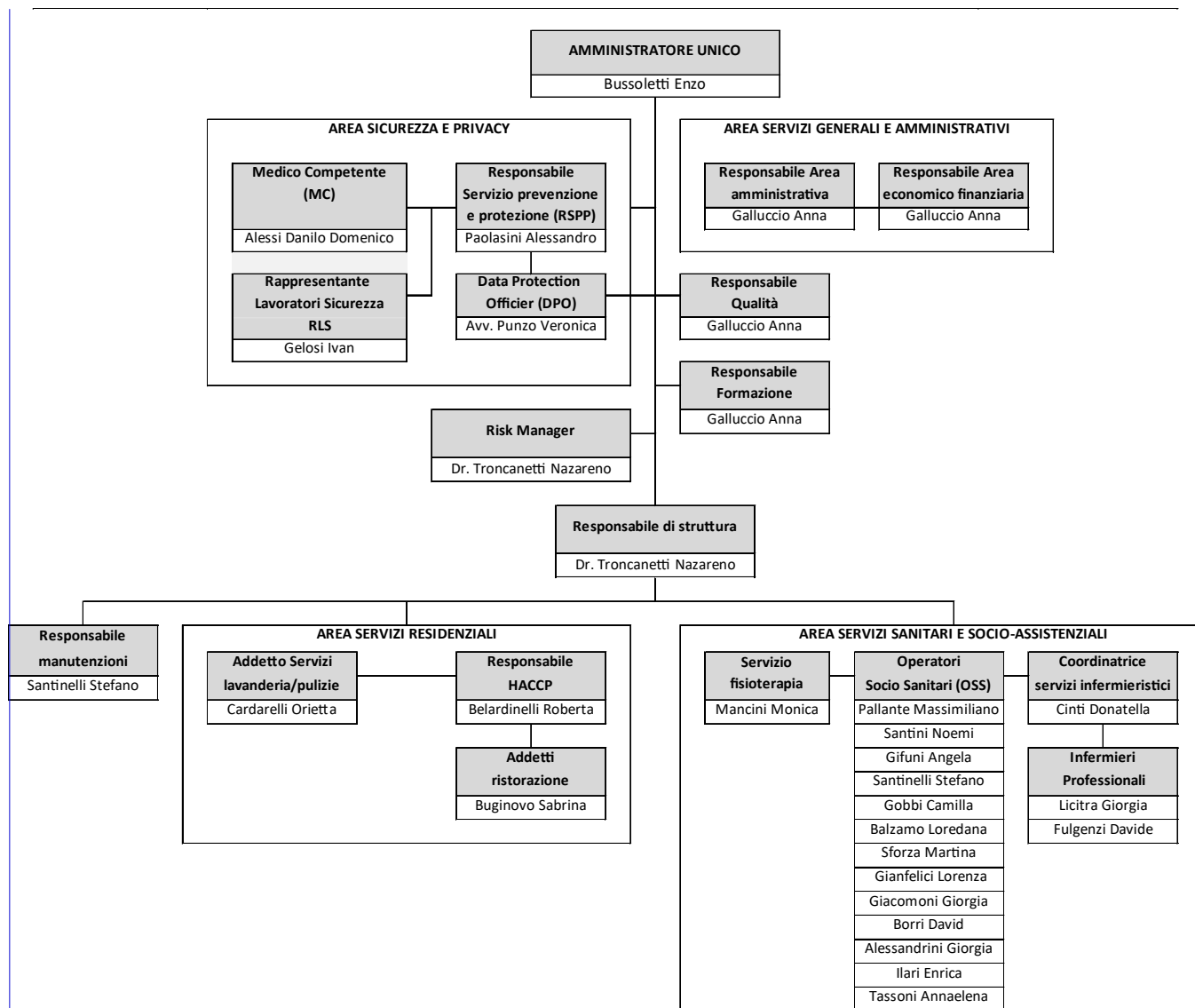
The termination of payment commences on the day of discharge from the rest home, subject to the obligation to give 30 days' notice

8.1 Preservation of place

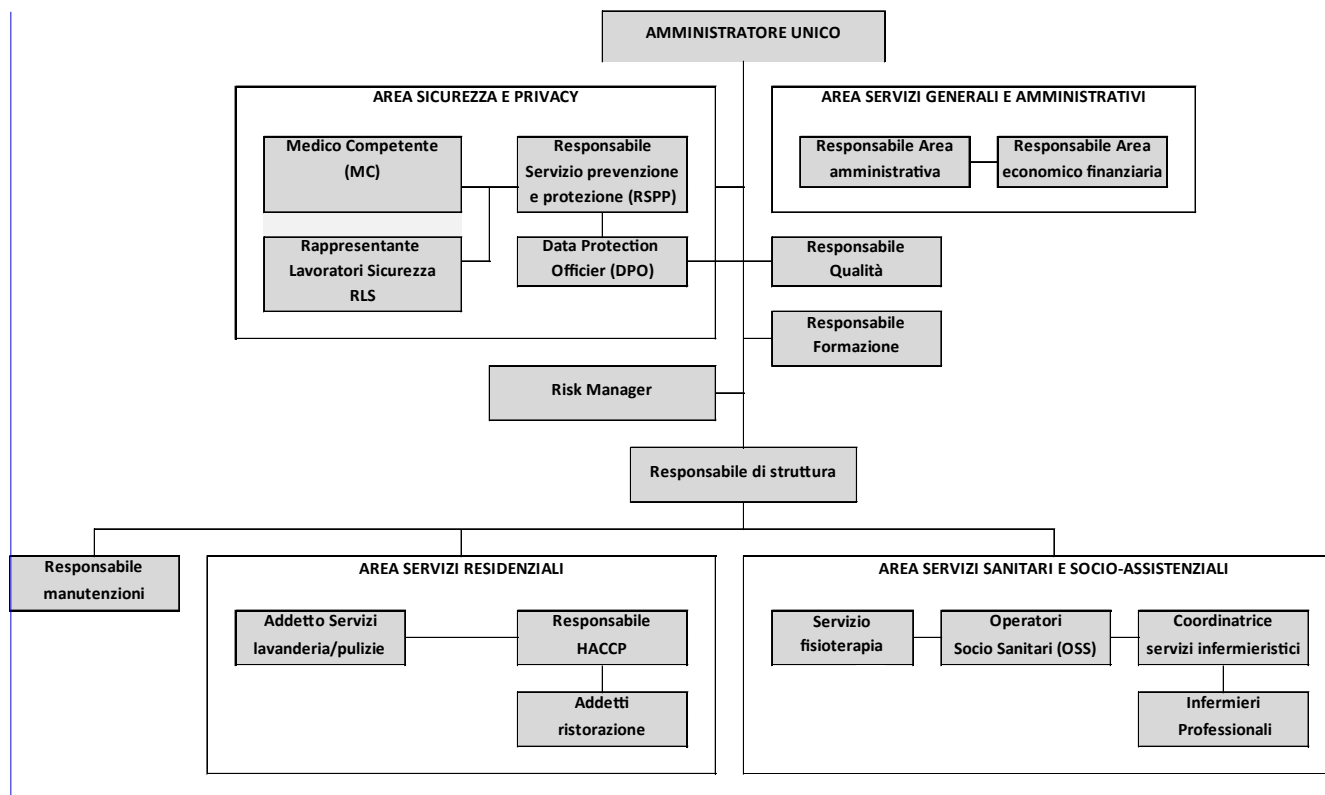
In the event of voluntary absence, the guest is entitled to keep the place, subject to payment of the full rate. In the event of absence due to hospitalisation, the place will be kept until hospital discharge, and the guest is required to pay the fee with a 20% daily reduction, based on the period of hospitalisation. There are no refunds if the bed is vacated prematurely.

9- ORGANISATION OF THE SERVICE

Organigram



Functional chart



The services and facilities provided by the Rest Home and the Protected Residence for Dementia are aimed exclusively at the residents, in full compliance with the needs of each individual, as set out in the Individualised Care Plan (PAI), which is drawn up by the nursing manager for the residents of the Rest Home when they enter the facility, and on the basis of the care plan drawn up by the Integrated Assessment Unit for the residents of the Protected Residence for Dementia. The document is subsequently updated by the nursing and care staff, adapting it to the actual needs and requirements of the user.

All staff working within the Facility are covered by the employment insurance policy provided for by current legislation, as well as by the third party liability insurance policy taken out with GENERALI ITALIA S.P.A. no. 430541220. It covers both damage caused by the operators to third parties and any damage suffered by the operators in the course of performing the duties envisaged for their role, with the following limits:

- Third party liability - limit per claim, per person and for property damage € 500,000.00
- Workers' compensation liability - maximum per claim, per person euro 500,000.00

The services guaranteed to the guest, included in the monthly fee, are exclusively those listed below and broken down as follows

9.1 - Retirement home:

- Full food day of: breakfast, lunch, dinner, mid-morning drink and afternoon snack - Satisfaction of dietary needs, with special help for semi or non-self-sufficient guests;
- Personal hygiene and dressing of the guest;
- Scheduled and assisted bathing;
- Daily tidying and cleaning of the room;
- Daily bed-making;
- Laundry service for underwear;
- Social and medical emergency response;
- Nursing care commensurate with actual needs;
- Hydration;
- Incontinence control;
- Walking activities;
- Religious service.

9.2 - Protected dementia residence:

- Full food day of: breakfast, lunch, dinner, mid-morning drink and afternoon snack - Satisfaction of dietary needs;
- Personal hygiene and dressing of the guest;
- Scheduled and assisted bathing;
- Daily tidying and cleaning of the room with a morning and afternoon pass;
- Daily bed-making with bed linen changed every 2 days;
- Laundry service for underwear;
- Social and medical emergency response;
- Nursing care;
- Hydration;
- Incontinence control;
- Religious service;
- Animation activities;
- Physiotherapy service

10- RULES OF COMMUNITY LIFE

The day of the resident guest in the facility is normally structured according to the following scheme:

- up from 06:30-7:30
- breakfast from 07:45 - 09:00
- lunch 1st shift from 11:50-12:30
- lunch 2nd shift from 12:30-13:30
- afternoon rest from 13:30 to 15:30
- dinner 1st shift from 18:15 - 19:00



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RESIDENZA PER ANZIANI

- dinner 2nd shift from 19:00-20:00
- night rest from 20:30

All guests are permitted free access to and exit from the facility, subject to completion of the exit register; return must normally take place by 9 p.m. and must in any case be agreed with the administration.

The use of a radio or TV in the room is only permitted if it does not disturb other guests.

In compliance with the good rules of coexistence in community facilities, the guest is particularly obliged to

- to scrupulously observe the rules of hygiene in the community and personal living environment;
- to keep the accommodation, facilities, furniture and equipment in good condition;
- to report any faults in the installations, avoiding tampering with them without authorisation;
- to allow service personnel and any other person authorised by the manager to enter the room of residence to carry out cleaning, checks, repairs and other work;
- not to hang laundry on windows, balconies or over radiators;
- not to keep objects on window sills;
- not to use noisy objects that may disturb other guests;
- not to stick anything in the walls without authorisation;
- not to throw rubbish, rubbish, liquids or various objects out of windows;
- not to throw into sinks, toilets or sanitary equipment, materials that could clog or harm the good condition of the drains;
- not to smoke outside the permitted premises;
- to indemnify the Administration for any damage caused to persons and/or property by its own negligence or carelessness.

11- STAFF TRAINING AND REFRESHER COURSES

A specific individual and team training plan is foreseen for the already qualified staff, as well as constant updating with regard to both rehabilitation techniques and knowledge of health and safety regulations. Annual training hours are scheduled for all operators as per the training plan drawn up annually. As far as individual training is concerned, individual training meetings are planned for newly recruited staff by the contact person or manager, in which the service, working methods and operational tools are presented. All courses for compulsory basic training, and for specific training (first aid, safety, BLS, fire-fighting, Privacy, Haccp) are provided. Preventive and periodic health surveillance is also ensured. Continuous updating and sharing of internal guidelines on prevention, containment and safety measures is guaranteed.

12. LISTENING AND PROTECTION

12.1 Rights and duties of guests

Rights

Information: complete and comprehensible information is guaranteed for each person about the services provided and the person's consent is required from the moment of admission to discharge.

Assistance and care: every guest in the facility has the right to receive adequate assistance and care in the definition of his or her pathway.

The guest and family members may express their opinion and/or complaints and make suggestions for the improvement of the facility.

Duties

Co-operation: each guest must provide maximum co-operation in rehabilitation activities and contribute to the care of individual and communal areas

Adhesion: respect the internal regulations

Respect timetables and hygiene regulations

Respect the rules of good manners towards staff and guests.

12.2 Complaints

Residents and their relatives may submit observations, objections, complaints or grievances against acts or behaviour that deny or restrict access to social-residential services, if possible within 15 days of the event (grievance institution).

This right can be exercised by means of a form available in the facility, but also by means of a simple verbal report to the facility's Coordinator, in which case a special form will be drawn up containing the type of report received and the acquisition of data for communications on the matter. The nursing coordinator and his/her contact persons are responsible for collecting data and for their reproducibility, accuracy and completeness, and they carefully and punctually check and verify it, promptly reporting any anomalies or shortcomings both to the staff and to the facility's privacy contact person. The staff is informed and updated during weekly meetings and meetings devoted to procedures on record keeping. These data are circulated internally within the team and, if necessary, externally (family members, doctors, sending service), an explicit request is made or, in any case, the relative production in photocopy or original form is noted on the Guest's file. The data are also used for accounting and administrative purposes

12.3 Privacy

The right to respect for everyone's privacy and its protection is guaranteed in implementation of the provisions of law D.lgs n.196 of 30/06/2003 and European privacy regulation GDPR 2016/79

13- RECREATIONAL ACTIVITIES

The facility ensures recreational and animation activities in order to improve the quality of life of the guest through the maintenance and development of residual abilities and as such, to achieve this goal one cannot disregard the observation and analysis of the real abilities of each guest.

Recreational activities are organised in the facility at various times of the day and consist of music therapy, expressive, creative and manual activities.

13.1 - Physiotherapy Service

A rehabilitation physiotherapist is present for 10 minutes per day for each resident in the Protected Residence with dementia. The activity of the physiotherapist is aimed at maintaining and improving the degree of autonomy of the residents; interventions are planned and carried out on a daily basis.

14 - RELIGIOUS SERVICE

The guests are guaranteed a religious service with absolute respect for each person's religious ideals. Holy Mass is celebrated in the church outside the Frasassi Rest Home, in agreement with the local parish priest.

15 - RELATIONS WITH THE LOCAL COMMUNITY AND TERRITORIAL SERVICES

All forms of participation in the facility by voluntary associations and free volunteers, who are welcomed and supervised by the facility coordinator, are encouraged. These volunteers are always intended as a support and never as a replacement for the professional figures present in the facility.

To this end, the following objectives are identified:

- make the facility a place where associations in the area can hold activities, shows and parties;
- debunking the conception and cliché that sees the residential facility as a place of no return to which one enters with resignation and fear, whether as a user or as a family member or volunteer;
- make it explicit and clearly visible that the experience and professionalism gained within the structure are an asset at the disposal of the territory.

In connection with the above, the facility regularly employs volunteer staff from the Camponocchie and Pierosara Parish Circle, run by Don Luigi Forotti, for small animation activities for the benefit of the elderly.

16. RECORD KEEPING

All documentation relating to the data of Guests and their therapeutic and rehabilitation pathways is managed in accordance with current regulations. Medical records are kept in closed files in special rooms: offices and "archives", access to which is restricted to authorised staff. A paper medical record is available to authorised staff. The guest and/or his/her referents, who are entitled to do so, may request a copy of the socio-health record, or part of it, by completing form MOD-814 request for release of socio-health record available in the Administrative Office. The facility undertakes to deliver the aforementioned documentation within 15 days of the request.

17- MODE OF ACCESS FOR FAMILY MEMBERS

Family members of resident guests are encouraged to make constant visits so that the normal emotional continuity with their relative is not interrupted.

Guests are allowed to receive visitors and have relations with persons outside the facility in accordance with the following:

- in the community areas of the facility, from 09:30 to 12:00 and from 16:00 to 18:00;
- in the residence rooms, if with several beds, from 10.30 a.m. to 12 noon and from 5 p.m. to 7 p.m.

In compliance with legal hygiene regulations, family members or friends are not allowed access to the refectories during mealtimes, except in duly authorised cases.

The guest is permitted, for a nominal fee, to invite and entertain any visitor for lunch and/or dinner, provided he/she requests this in good time from the facility coordinator.

18- REPRESENTATIVE BODIES OF GUESTS AND FAMILY MEMBERS

The guests and their families contribute to the quality of the service and therefore their cooperation is encouraged in order to make the service closer to their needs.

In order to ensure an effective collaborative relationship, the Rest Home encourages forms of family participation in the monitoring and evaluation of the service.

The manager shall take all necessary measures to avoid the persistence of any inefficiency, informing any other services concerned.

The Offices provide an immediate response for reports and complaints that are immediately resolved or more easily settled.

In more complex cases, complaints are forwarded to the Management, which, having gathered information on the matter, takes action to resolve the complaint, involving the competent corporate functions.

The resident/family member will, upon request, receive a written response to the complaint, within a time frame that varies depending on the complexity of the facts. As a general rule, the Management undertakes to reply within 30 days of receipt of the request.

The Administration undertakes to guarantee guests and their families information on the management of the service and the presence of a contact person within the facility, identified as the Service Coordinator, who is at their disposal and collaborates with the administrative services to maintain quality standards.

19 - SERVICE EVALUATION

For the evaluation of the service, appropriate tools will be adopted, both documentary (questionnaires, survey forms, etc.) and non-documentary (verification meetings, supervision, etc.).

This evaluation activity, on the whole, is aimed at capturing, in addition to the cost/benefit ratio, user satisfaction and whether or not the project objectives underlying the service provided have been achieved.

20. SERVICE CHARTER DISSEMINATION AND REVIEW

This Service Charter will be periodically reviewed every three years by the Technical Administrative Support together with the facility contact person and the team. The Service Charter will be disseminated through the dedicated website and in printed form, together with the information leaflet.

21. HOTEL SERVICES

Food

Meals are a fundamental therapeutic moment in the Facility. During meals, the OSS the nurse and other team members are always present.

Meals are prepared in the facility's kitchen by specialised personnel and are consumed in the dining hall equipped for distribution according to the procedures laid down by hygiene regulations.

The current menu is spread over seven days for four weeks, with at least two choices for each course and two seasonal variations (spring/summer menu and autumn/winter menu)

In the case of guests who need to follow special diets related to dietary problems or specific diseases, the menu is customised according to the indication and prescription of the doctor or dietician.

Meal times are as follows:

Breakfast from 7.30 a.m.

Morning interlude (tea, juices, etc.) at 10 a.m.

Lunch with start of first shift for non-self-sufficient guests 11.50 a.m.

Lunch with start of second shift for self-sufficient guests 12.30 p.m.

Afternoon snack with biscuits and tea, fruit juice, at 16:00

Dinner: with start of the first shift for non-self-sufficient guests at 18:15

Dinner with start of second shift for self-sufficient guests at 19:00

For guests who cannot move from their rooms, meals including interludes will be served directly in the room

On special occasions, such as holidays and birthdays, the menu of the day will feature different preparations from the ordinary offerings in order to give a sense of tradition and celebration.



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RESIDENZA PER ANZIANI

Transport

The facility provides guests with transport for all health-related activities to be carried out at the relevant public and private health services

CONTACTS

Via Marconi no. 33

60040 Genga (AN)

Tel.0732/970076

Email: direzione@villafrasassi.it

website: www.villafrasassi.it

- STRUCTURE CONTACT PERSONS

Owner: *Enzo Bussoletti*

Nursing coordinator: *Dr Cinti Donatella*

Administration: *Anna Galluccio*

ANNEX A

FAMILY and CAREGIVER SATISFACTION/EFFICACY QUESTIONNAIRE

Villa Frasassi Residence

This questionnaire is anonymous. We ask you to fill it in completely freely, pointing out what you feel is missing or insufficient. We need your suggestions to improve the way we work in favour of those needs that can only be reported by those who have them.

KNOWLEDGE AREA

1. Are you satisfied with the degree of information the residence offers you about the services provided?
A - Very
B - Quite
C - Little
D - No, not at all
2. Are you satisfied with the degree of information the residence offers you about the functioning of its services and the rules governing access and life in it?
A - Very
B - Quite
C - Little
D - No, not at all
3. Are you satisfied with the psychological support service offered?
A - Very
B - Quite
C - Little
D - No, not at all

SERVICE QUALITY AREA

4. Do you feel satisfied with the services offered by the residence?
A - Very
B - Quite
C - Little
D - No, not at all
5. If you have specific requests, e.g. concerning moments of difficulty, do you find a satisfactory answer within the Residence?
A - Very
B - Quite
C - Little
D - No, not at all
6. Are you satisfied with the relationship you have with your family member's carers?
A - Very
B - Quite
C - Little
D - No, not at all



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RESIDENZA PER ANZIANI

7. Are you satisfied with the attention paid to users?

- A - Very
- B - Quite
- C - Little
- D - No, not at all

9. Do you think that the Villa Frasassi Residence takes adequate care of the spaces dedicated to users?

- A - Very
- B - Quite
- C - Little
- D - No, not at all

10. Do you consider the Villa Frasassi service to be a valid help to your family member's problems?

- A - Very
- B - Quite
- C - Little
- D - No, not at all

AREA OF PARTICIPATION

11. Do you feel participating and involved in programmes/projects concerning your family member?

- A - Very
- B - Quite
- C - Little
- D - No, not at all

12. Do you consider the Villa Frasassi Residence's ability to listen to and take on board your reports or needs to be satisfactory?

- A - Very
- B - Quite
- C - Little
- D - No, not at all

13. Do you participate with satisfaction in meetings organised by the Residence?

- A - Very
- B - Quite
- C - Little
- D - No, not at all

14. How satisfied is your family member, in your opinion, with the residence?

- A - Very
- B - Quite
- C - Little
- D - No, not at all

15. What suggestions would you make to improve services in the Villa Frasassi Residence?

.....
.....

Thank you for your cooperation!

FIRST NAME: LAST NAME:

COMPILATION DATE

ANNEX B

PATIENT SATISFACTION/EFFICACY QUESTIONNAIRE

Villa Frasassi Residence

- 1) How old is he?
- 2) What is your family like?
 - A. Mother yes no
 - B. Father yes no
 - C. Siblings yes no how many (specify age).....
 - D. Sisters yes no how many (specify age).....
 - E. Other family members (specify degree of relationship and age).....
- 3) How long have you been in residence?
 - A. Less than 3 months
 - B. 3 months to 6 months
 - C. 6 months to 12 months
 - D. For more than a year
- 4) Do you like this residence?
 - A. very
 - B. quite
 - C. not so much
 - D. at all
- 5) Do you feel you have enough space for your things?
 - A. yes
 - B. no
- 6) Do you feel involved in the activities of this Residence?
 - A. very
 - B. quite
 - C. not so much
 - D. at all
- 7) What is the best moment of your day?
.....
.....
- 8) Which groups, activities/workshops do you like best?
.....
.....
.....
And the ones you think are useful for you?
- 8a) And the ones you like the least?
.....
.....
And the ones you think are less useful for you?
- 8b) Which groups, activities/workshops not present would interest you?
- 9) Do you get along well with other patients?



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RESIDENZA PER ANZIANI

- A. very
B. quite
C. not so much
D. at all
- 10) Do you think the operators in this residence know how to listen to you and help you when you need it
A. very
B. quite
C. not so much
D. at all
- 11) Do you trust the operators (doctors, nurses, physiotherapist, OSS?)
A. Very
B. quite
C. not so much
D. at all
- 12) Does the treatment project you are following help you to improve your general health, your well-being?
A. very
B. quite
C. not so much
D. not at all because.....
- 13) Do you enjoy hanging out with the educators/residence staff or volunteers?
A. Very
B. quite
C. not so much
D. at all
- 14) Overall, do you feel comfortable here?
A. very
B. quite
C. not so much
D. at all
- 15) What suggestions would you make to improve the services of the Residence?
.....
- 16) Do you usually also attend other services or activities during your day? (recreation, workshops...)
A. No
B. yes (specify which).....
- 17) Who did you fill in this questionnaire with?
A. Alone
B. With a parent or relative
C. With an operator of the Residence
D. Others (specify who).....

FIRST NAME: LAST NAME:

COMPILATION DATE



INEFFICIENCY / COMPLAINT FORM

With this form you can send suggestions or report a disservice/damage/complaint to the Management of the Villa Frasassi Residence. We will reply within 15 days of the report and will endeavour to find a solution to the reported problem.

(mark with an X)

if family member (or other): name and surname of the relative staying at the Villa Frasassi facility

Indirizzo _____

Telefono _____ email _____

Suggestion / inefficiency / complaint to be reported (specify date and circumstances of the inefficiency and type of damage):

[illegible]

There _____ Signature _____

This form can be delivered to the secretary of the Villa Frasassi residence for the attention of the Facility Manager, or delivered or sent by post, fax, email to: direzione@villafrasassi.it