

CHARTER OF SERVICES

Residential Care and Nursing Home “La Ginestra Hospital”

Centre information

- Generality

“La Ginestra Hospital” R.S.A. , referred to hereinafter as R.S.A, is located in Via Filangeri in Chiaravalle Centrale (CZ); it is a Residential Care and Nursing Home organized in modules focused to provide accommodation, personal care for people who need extra support in their daily lives: as a nursing home RSA provides to medical care and social activities.

The activities carried out in RSA are focused on **person**: for each one a PAI is drawn up to develop a specific treatment plan based on participation of different professional figures.

RSA respects the principle of RESPECT: respect for human rights, privacy, political and religious beliefs; all of the interventions are focused on customization and enhancement of person.

RSA'S organization and operation is regulated by specific guidelines approved by Regione Calabria, government centre which legislates about it.

- Type of subjects admitted

In RSA are hosted:

- a. people no longer in developmental age with stabilized or morpho-functional alterations, who have passed the acute phase of the disease and for whom adequate therapeutic treatment or intensive rehabilitation has been carried out but they need to prolong therapeutic treatments in time;
- b. elderly people with chronic degenerative diseases who do not require hospital assistance, including those suffering from psycho-geriatric diseases (senile dementia);
- c. adults affected by physical, psychological or sensorial handicaps in conditions of non self-sufficiency or suffering from chronic diseases;
- d. adults with psychiatric disorders in non self-sufficient conditions or suffering from chronic diseases, for which the possibility of using other solutions has been excluded therapeutic assistance;
- e. people with Alzheimer's disease and related dementias.

- Service provided

At the R.S.A. , in accordance with the Essential Levels of Assistance (DPCM 29/11/01), must be granted the services that contribute to the maintenance of the residual functional capacities of the

guests or to the recovery of autonomy in relation to their pathology and according to the achievement or maintenance of the best possible level of quality of life for the guests themselves.

In particular in the R.S.A. are provided:

- a. general practitioner service;
- b. specialist services;
- c. pharmaceutical services;
- d. nursing services including, in addition to normal routine services (injection therapy, infusion, sampling), control of therapeutic services, prevention of infections and falls, early identification of any changes in the state of physical health and understanding functional, the timely activation of the necessary interventions by the other competent operators;
- e. rehabilitation services aimed at preventing the involuntional effects of the stabilized damage, with particular regard to the re-education of the guest to carry out common daily activities (walking and food actions of life even with suitable supports) as well as psychosocial re-education, especially through occupational therapy ;
- f. provision of psychological support to guests and assistance in verifying the implementation of the individual therapeutic project;
- g. provision of personal help and protection assistance consisting in helping the guest with the hygiene and care of their people and the environment;
- h. prevention services of the immobilization syndrome for totally non self-sufficient people, with a maximum reduction of the time spent in bed;
- i. hotel-type services including accommodation, food and general services, related to the particular conditions of the guests, guaranteed by an internal kitchen;
- j. activities of animation, employment, recreation, integration and connection with the family and social environment of origin, especially through ergotherapy, play activities, psychological orientation and reactivation techniques for subjects with mental deterioration, including senile ones.

- **Total Workforce**

The R.S.A. has the following staff:

- a. Health Coordinator: Medical Specialist with daily presence with responsibility for health care and the psychophysical conditions of the guests;
- b. M.M.G. (Doctor of general medicine);
- c. Specialized Medical Staff;
- d. Psychologist;
- e. Social worker
- f. Nurse coordinator;
- g. Professional Nurses with continuous presence over 24 hours;
- h. Rehabilitation Therapists;
- i. Professional Educators;
- j. Social-Healthcare Workers and Specialized Social-Healthcare Workers;
- k. Cook.

The R.S.A. has administrative staff as well as personnel to be assigned to general services.

- **Assignments of tasks and responsibilities**

RESPONSIBLE OF THE R.S.A.

The main tasks and responsibilities of the Head of the R.S.A. are:

- guarantee the perfect functioning of the structure;
- maintain relations with institutional bodies;
- manage the economic-financial budget of the structure;
- guarantee the collection for the management and quality control of the structure;
- coordinates current administrative activities.

HEALTH DIRECTOR (responsible doctor)

The doctor in charge supervises the good performance of the health services and the industriousness and discipline of the direct assistance staff, treats the patients hospitalized in the R.S.A., compiles and verifies the application of the PAI to individual guests and checks that the prescriptions, including dietary ones, are carried out. coordinating and directing the activities of the doctors present in the structure. He is responsible of:

- the social and health assistance provided in the R.S.A .;
- individualized assistance plans;
- the compilation and management of the guests' medical records;
- the development, implementation and identification of research projects for new social protocols welfare and staff training;
- the organization of educational cultural events (conferences and congresses);
- any other activity related to assistance activities.

MEDICAL STAFF

- Specialist in Geriatrics;
- M.M.G. Doctor of general medicine.

The medical staff is coordinated by the Health Director of the R.S.A .

NURSING SERVICE

The nursing staff responsible for the well-being of patients and for the regular performance of activities is coordinated following the directives of the medical staff and the regulations. The work shifts of the nurses are divided into morning, afternoon and night so as to guarantee coverage H24.

SOCIAL - HEALTH OPERATORS AND SOCIAL - HEALTHCARE SPECIALIZED OPERATORS

The socio - health worker and the specialized socio - health worker, in addition to carrying out the social health services. under the direct responsibility of the professional nurse, he collaborates with the nurse in managing the guest and takes care of:

- Personal hygiene, clothing, nutrition, cleaning of the housing unit (bed, bedside table, wardrobe), mobilization, socialization and the relationship of the guest.

All these activities have the purpose of maintaining and developing the degree of functional autonomy of the person and of favoring, as much as possible, his / her participation in all the socialization activities of the structure.

The work shifts of the Social Health and OSSS Operators are as follows: - morning (with shift 6:00 - 13:00 or 7:00 - 14.00) - afternoon (with turn 13:00 - 20:00 or 14.00 -21.00) - nocturnal (with shift 21.00-7: 00)

REHABILITATION THERAPIST

The rehabilitation therapists carry out rehabilitation activities for the guests, in order to maintain and improve the functional and motor performance of the guests, following the indications of the Health Management and the social assistance team. The therapists' program of activity is defined, according to the principles of personalization of therapy, within the multidisciplinary team and in agreement with the doctor in charge. The work shifts of rehabilitation therapists will be as follows: 9.00 - 13.00 - 14.30-17.00

OCCUPATIONAL THERAPIST AND PROFESSIONAL EDUCATOR

They deal with the organization of occupational therapy and animation activities within the R.S.A .. The activities are aimed at minimizing the psychological discomfort of hospitalization and avoiding depersonalization. They must also guarantee events and themed days together with the social worker. Their activity is integrated with that of the multidisciplinary team. Animators / educators are expected to be able to guarantee their presence from Monday to Sunday.

SOCIAL WORKER AND PSYCHOLOGIST

The social worker and the psychologist are present in the structure on a part-time basis and mainly deal with the insertion of the guest in the R.S.A. ... of the relationship with family members. the organization of any resignations, the promotion of activities in which the guest participates. It also supervises and coordinates the other operators of the R.S.A. with regard to the activities of the specific areas of their competence. Other professional figures may from time to time be included in the staff of the R.S.A. in relation to specific needs.

- **The hygienic-sanitary rules**

The guarantee of perfect hygiene in all areas of the residence is given by: application of sanitation protocols; separate rooms for the storage of clean and dirty materials; diversified paths in order to prevent cross-contamination; . waste collection and disposal protocols in compliance with current legislation; disinfection protocols of medical deposits; disinfection / sterilization of linen through the wash-hire service.

- **Organization of life in R.S.A**

The structure is equipped with two-bed rooms and can accommodate a total of 69 assisted residents in the territory of the Calabria Region, of which 40 under agreement. Each room has a bathroom with shower, television on request, emergency call system. For all guests, insertion and discharge are subject to the binding opinion of the Geriatrics Assessment Unit (UVG). Life inside the structure is articulated according to rhythms that are as similar as possible to the family, compatibly with the health care activities. In general, breakfast is served from 8.30 to 9.00, lunch from 12.00 to 13.00 and dinner from 18.00 to 19.00. These times may vary based on particular needs or events that involve guests. Various drinks are served in the middle of the afternoon. Visiting hours are compatible with the needs of guests from 15.00 to 18.00 (all 1 days). Admissions to the facility are scheduled on weekdays of the week. At the entrance, the guest, or a trusted person, is required:

- to deliver any medical documentation in its possession, as well as prescriptions showing dosages and posologies for any therapies in progress;
- to present a photocopy of the health card, the tax code and an identity document;
- to have sufficient personal equipment;
- to fulfill the administrative formalities that will be requested, including the advance payment for the current month of the social assistance fee and the signing of these regulations.

The guest undergoes a health examination, for the assessment of health conditions and for the definition of a preliminary individual assistance program. Program that will be subsequently updated on the basis of the clinical conditions, the psychological relational profile, the degree of autonomy and the existing potential.

In respect of everyone's clinical conditions, the guest is invited and stimulated to participate as much as possible in common life and in entertainment and occupational activities. The entry procedure is considered formalized at the time of signing of this regulation by the host or family guarantor.

- **Rights and duties of the guest**

The guest enjoys maximum freedom and any limitations are imposed exclusively for his state of health, assessed by the attending physician and by the Medical Director of the structure. Guests are required to observe the rules of the structure, with particular regard to that of coexistence, of social life and to comply with the provisions of the management. The facility is open every day from 9.00 to 12.00 and from 15.00 to 18.00, during this time, the guest is free to enter and exit with the authorization of the Medical Director. receive visits, communicate by telephone with the outside

world, invite and receive relatives and friends in common and private areas in numbers and conditions that do not disturb other people and at the scheduled times for visits.

If the guest wishes to leave the RSA, him or family member must fill in a specific form and have it countersigned by the Medical Director or the Head of nursing and hotel assistance, or by their delegates, confirming a condition that allows him to leave. In the event that the guest intends to leave the R.S.A. (subject to the condition of hospitalization), it is required to notify the Director with one week's notice.

Compatibly with his own physical and mental conditions, the guest undertakes to:

- collaborate with the service staff to maintain hygiene and the environment, cleanliness and decorum;
- not to damage or tamper with furniture, equipment, systems and structural parts; report to the staff any malfunctioning of the equipment and systems in the room;
- allow the service personnel or any other person indicated by the management to enter the room to provide for cleaning, checks and any repairs.

N.B .: It is strictly forbidden, except after specific authorization from the Medical Director, to bring food and / or drinks or medicines to guests. At the time of insertion, the current therapy must be provided for at least the first seven days.

- **General Medical Assistance**

Medical assistance is guaranteed through the general practitioners of each patient. General practitioners are organized within the R.S.A. according to the Regional Regulations and guarantee an availability service agreed with the Health Department of R.S.A .. The nursing staff, following the protocols agreed with the Management of the R.S.A .., defines the priorities for calling the 118 service or the general practitioner with the consent of the doctor in charge of the R.S.A ... Once contacted, the doctor, having ascertained the health problem. may, depending on the case, give direct orders or reach the R.S.A. to directly assess the situation.

- **Payment services**

The services not included in the fee are: - laundry (personal effects); The additional services not provided for, the rates of which are deposited at the administrative offices and provided at the request of the guests, are charged directly by "Salus M.C.s.r./ unipersonale ". to the applicant.

- **Safety**

The staff is not authorized to manage money or valuables on behalf of guests, nor to keep valuables, money, bank books, personal items or other. Any values of the guest can be delivered to the manager of the structure who will give a receipt. Salus M.C. s.r.l. unipersonale, assumes no responsibility for the values stored in the guest room and furniture. Any shortages must be promptly reported to the Management. Relations between staff and guests must be based on the utmost

respect and understanding of each other's needs. In the event of particular problems that cannot be solved otherwise that cause danger or harm to other guests, upon a motivated request from the management of the structure, a provision can be adopted to remove the guest from the structure. If the guest is unable to sign these regulations, the guardian, or the responsible family member, are the contact persons who undertake, by signing this document, to function as an intermediary between the Management of the R.S.A. and the guest, whenever the need arises, jointly and severally assuming all the obligations defined at the same time between the residence and the guest. This regulation is deemed to be inoperative de jure et de facto, should legislative, national or regional provisions in conflict with it come into force. In this case it will be done to a new discipline of the relationship. Any dispute relating to the interpretation of this regulation is referred to the jurisdiction of the Court of Catanzaro.

This regulation must be signed for acceptance.

Salus M.C. S.R.L. Unipersonale

L'Amministratore Unico
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