

**Residential Care  
and Nursing Home  
“Prof. Gino Cucurachi” - Calimera**

**SERVICE CHARTER**

---

# Index

<b>WELCOME</b> .....	2
<b>ABOUT US</b> .....	3
<b>OUR PURPOSE</b> .....	3
<b>VALUES</b> .....	3
<b>THE FACILITY</b> .....	4
<b>ORGANISATIONAL STRUCTURE</b> .....	5
<b>ADMISSION PROCEDURES</b> .....	7
<b>TYPES OF ACCOMMODATION</b> .....	7
<b>PERMANENT STAYING</b> .....	7
<b>TEMPORARY STAYING</b> .....	7
<b>SERVICES OFFERED</b> .....	8
<b>ACCOMMODATION SERVICES</b> .....	11
<b>ACCESS TO SERVICES</b> .....	12
<b>SOCIAL LIFE RULES</b> .....	12
<b>TIMETABLE OF THE MAIN ACTIVITIES:</b> .....	12
<b>VISITS</b> .....	12
<b>MEETING PLACES</b> .....	12
<b>TELEPHONE</b> .....	12
<b>MAIL</b> .....	13
<b>SMOKING BAN</b> .....	13
<b>TRANSFER</b> .....	13
<b>TYPICAL DAY</b> .....	13
<b>FEES</b> .....	14
<b>BASIC PRINCIPLES OF SERVICE DELIVERY</b> .....	14
<b>FUNDAMENTAL RIGHTS OF OUR GUESTS</b> .....	15
<b>RIGHT TO PRIVACY IN IMPLEMENTATION OF EU REGULATION 679/16</b> .....	15
<b>ORGANIZATION OF THE FACILITY IN UNITS</b> .....	16
<b>TEAMWORK</b> .....	16
<b>PERSONALIZED PLANS OF ASSISTANCE</b> .....	16
<b>TRAINING</b> .....	16
<b>INFORMATION SYSTEM</b> .....	16
<b>HACCP</b> .....	17
<b>IMPLEMENTATION OF LEGISLATIVE DECREE 81/08</b> .....	17
<b>CUSTOMER SATISFACTION</b> .....	17

## **ATHENA S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

# Welcome

## **Dear Guest,**

*We are pleased to greet and welcome you to our Nursing Home and wish you a peaceful stay. The Service Charter illustrates the structural features, the organization, and the mode of operation of the Nursing Home Prof. Gino Cucurachi, as well as the services offered by our Facility.*

*Our core values are:*

- Quality of life: it is our purpose to guarantee our Guests and their families the best quality of life.*
- Personalized experience: we aim at building a relationship with our Guests and their families, and at providing them with a personalized experience that suits their needs.*
- Promotion of relations: we try to foster relations between families and social and health services (the Town Hall, Puglia Region, and the local health authority (ASL)).*
- Proficiency: our employees are highly trained. We constantly organise training and educational courses aiming at providing high quality services.*
- We continuously monitor our processes to collect data useful for their management and programming.*

*The knowledge of our activities and of the functioning of our Nursing Home gives our Guests and their families access to all the information they need. It also assures transparency regarding care activities and a higher quality of the services offered.*

## **The Administration**

### **ATHENA S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

## About us

The "Prof. Gino Cucurachi" Residential Care and Nursing Home is a municipal structure that has been managed by Athena S.r.l. since 2006. It operates in social and health services to provide innovative solutions of assistance. Our management model favours the relationship with our Guests in a modern structure that is carefully organised and efficient to the highest quality standards.

Our services are addressed to eldest people with disabilities (psycho-physical deficits), who are older than sixty-four years old. We also offer services for people affected by Dementia who do not require complex medical treatments but need a high degree of assistance and rehabilitation activities.

***Taking care of those who took care of us is our mission,***

therefore, we aim not only at providing assistance to our Guests, but we also promote personalised programs to try to help them recover their history and experience.

## Our purpose

"Prof. Gino Cucurachi" is a Nursing Home intended to accommodate, temporarily or permanently, both elderly people (whether they are self-sufficient or not), and old people affected by Dementia, when they do not need to receive specialised healthcare services.

Our main purpose is to provide an expert and personalised assistance, accordingly to the Regional Law and to the policy of the social and care system of the area.

The services offered concern medical and rehabilitation treatments, nursing, and assistance.

Our staff is qualified and has the professional requirements to assist Guests with specific clinical needs. Our facility can accommodate people discharged from hospitals and directly communicate with them to guarantee our Guests a proper assistance. Such patients are transferred to our facility when deliberated by Health Districts and with the consent of their families.

Our management policy focuses on ensuring the welfare of our Guests, the assistance and services offered guarantee a serene, quiet, and friendly environment.

The patients will stay in our facility for the time required by their conditions and treatments.

## Values

Our core values are:

- people and their histories and life experiences
- quality of life and health protection
- the social relevance of the elderly, albeit institutionalised.

### **ATHENA S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

## The Facility

The "Prof. Gino Cucurachi" Resident Care and Nursing Home is located in Calimera, in via Salvo d'Acquisto 25, in the town centre, a few meters from Piazza del Sole and from the church of St. Brizio.

The building has three floors and is designed accordingly to modern architectural criteria in matter of health facilities.

On the ground floor there is a large entrance hall that leads to the living area, which is characterized by the general services, and the common areas where all the recreational and institutional activities are held. Here you can find:

- The living room
- A recreation room with a TV, a stereo, home theatre and DVD
- Equipped gym for physiotherapy and rehabilitation
- Winter garden
- The kitchen and a large dining room equipped for Guests who are not self-sufficient, as well as for those who are
- Laundry
- Two ambulatory care clinics.

On the ground floor there is also a Chapel where Mass is held every week.

The patients' rooms are located on the first and second floors. They have one or two beds, a private bathroom equipped for Guests who are not self-sufficient, and a TV. The rooms are also equipped of warm-cold air conditioning systems.

The beds are of the latest generations and are characterized by four sections, and variable height. All the rooms are equipped with a bell for emergencies, which is directly linked to the infirmary and to the Staff's pagers.

Our Facility has a bathroom equipped with a bathtub for completely paralysed Guests, and elevators suitable for moving stretchers to facilitate the movement of the Guests in all situations.

The building is completely wheelchair accessible. It is provided with all the equipment and devices needed to allow our Guests an active life in safety, supported and encouraged by a qualified Staff and by an efficient assistance.

Our highly qualified Staff, the equipment and technological devices at our disposal guarantee our Guests high quality services, as well as rehabilitation and assistance programs.

The Facility also complies with the obligations of the D.Lgs 81/08 (a directive for occupational safety). Indeed, it has been established an emergency plan, with updated security documents and a well-trained Staff.

All the areas of the building are provided with the aids needed to allow our Guests to make use of the living spaces.

### **ATHENA S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

The management company of the Facility guarantee the services in full compliance with the National and Regional legislation.

## Organisational structure

The Administrative Director and the Health Care Provider cooperate closely within the company. Accordingly to their competences, they take the overall responsibility for the Facility and the organisation of its health and social care services.

### Operational Management

The operational management:

- Takes the overall responsibility for the Facility
- Evaluates the applications for entry and admission of Guests, together with the Health Care Provider
- Takes care of the needs of the Guests
- Lays down the directives regulating the organisation and the quality of the health and social care services offered by the Facility
- Ensures compliance with our safety standards and their application
- Maintains relations with institutions
- Plans and implements the training and professional updating of our Staff
- Evaluates requests and demands from clients, both directly and in cooperation with the Coordinator of the Medical Services.

### Health Care Provider

The Health Care Provider:

- Takes on the institutional responsibility for the Facility and its healthcare functions
- evaluates applications for entry and discharge of Guests, in conjunction with the Operational Management
- Takes on the clinical management and the admission of the Guest, in collaboration with the nursing staff
- Coordinates all the healthcare activities (medical assistance, nursing, rehabilitation)
- Takes on the responsibility for the medication management, equipment and medical supplies, and their supervisions
- Takes on the responsibility for the Facility hygiene and ensures the application and compliance with the hygienic-sanitary rules
- Handles the supervision and control of diets
- Handles the supervision and guarantees the application and compliance with the safety standards of the environment and of our equipment for both Guests and Employees.

#### **ATHENA S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

### **Coordinator of the medical services**

The Coordinator of the medical services cooperates with the Health Care Provider to organize work and to ensure the good functioning of the Facility.

The Coordinator of the medical services:

- Coordinate the Guests' reception and integration projects
- Handles the supervision of the social-healthcare services
- Controls work plans
- Organises and leads all the units
- Promotes the quality of life of the Guests.

### **Social and Reception Service**

The Social Worker handles the waiting lists for admission, administrative and evaluative procedures, interacts with Guests and their relatives, evaluates their suggestions and demands.

#### **The reception service:**

- Gives information and welcomes the public
- Organises tours of the Facility
- Handles administrative procedures (entry procedures, Contract, Discharge)
- Accepts requests, suggestions and remarks from clients
- Issues administrative certifications and invoices to clients
- Manages payments and refunds, together with the Operational Management and has relations with the PA regarding payments, refunds and concessions.

### **Reception and Administration**

Reception is open to the public and to visitors from Monday to Wednesday, from 9.00 am to 1.00 pm and from 4.00 pm to 7.00 pm. On Saturday, it is open from 9.00 am to 1.00 pm only.

#### **The reception:**

- Welcomes the public and gives information (directly, telephonically or through mail or Skype) about the Facility and our entry procedures
- Handles forms
- Handles identification processes and access to the Facility, our Services and Executive Offices
- Runs the switchboard
- Gives information about the areas of the Facility
- Books for external services (hairdresser, beautician, podiatrist, etc.)

#### **ATHENA S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

## Admission procedures

Access to the Facility can take place:

1. If the person or a relative so request, after assessment by the general practitioner
2. At the request of UVM of the Social Health District (DSS) in the patient's place of residence. You will need a PAI drafting proposed by the family doctor, by the Doctor of the Hospital Unit, by the Doctor of the rehabilitation division
3. If the person is transferred from a post-acute intensive stare, or from community hospitals, or from local structures of different assistance level

After admission, the Guest is required to deliver to the Administration of the Facility:

- The family doctor's medical certificate
- Health card and any ticket exemption documentation
- Identification document
- Italian Fiscal Code (Social Security Number)
- Health records
- A list of the medications the Guest takes regularly
- Documents related to Civil disability

At the time of admission of a Guest, a contract will be signed by the Guest and/or by the relative closest to the Guest on a form provided by the Administration of the Facility. The Guest and/or the relative who signs the contract will be held responsible for the payment of the fees and of the privacy considerations.

## Types of accommodation

### **Permanent Staying**

It is addressed to people who are not self-sufficient and who cannot be assisted at home, as affected by severe pathologies or whose families are not able to properly assist them.

### **Temporary Staying**

This typology of staying is thought to be a support for families in care of a person who is not self-sufficient at home. This service offers assistance and care for a temporary period, at the end of which the Guest can go home.

Normally, the length of the service is estimated by our medical team, and it may be extended if necessary.

### **Waiting List**

When the application is assessed positively, the Guest is put on the waiting list. The criteria followed by our waiting list concern the urgency of the hospitalization due to imminent discharge from

**A T H E N A S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008



hospital, social services reports, and the compatibility of the vacancy with the medical and social needs of the new Guest.

When a bed becomes vacant, the reception service contacts the families to make arrangements for admission and provide further information, and an information sheet containing all the data needed to proceed with the hospitalization of the Guest. Date and time of the hospitalization will also be arranged. The General Manager and the Reception Service will provide the Guest or a relative with a Contract to be signed.

## **Discharge**

A Guest can be discharged:

- When the Guest requires so in writing. The request has to be presented 15 days before the discharge date.
- By the Facility reasoned decision, 15 days before the discharge date, in case of:
- Guest's behaviour contrary to the rules of our regulations.
- Severe deterioration in the condition of the Guest, if the Facility cannot provide a proper assistance

In case of temporary staying, the date of the discharge coincides with the expiration date of the Contract. Any extension of the period of staying has to be arranged by the Client's request at least 8 days before the expiration date.

At the end of the period of staying, the Guest will be provided with discharge papers containing the medical records of the time spent in the Facility.

Any original, personal document deposited will be returned. A copy of the administrative and medical documentation concerning the period of stay can be requested.

## **Death**

We try to notify the relatives as soon as possible if the conditions of the Guest become critical. In case of death, we will immediately contact the family of the Guest.

The body will be moved to the funeral parlour inside the building. The family will have to choose a funeral service that will carry out all the practices required by law.

All the personal belongings of the Guest will be collected. Family members will have to resume them within 48 hours.

The reception service will carry out all the procedures required and return the Guest's personal documents to the relatives.

## **Services offered**

### **Personalized assistance plan (PAI)**

Our activities, which aim at satisfying the needs of all our Guests, are planned accordingly to the PAI drafted by the social and health team of the hospitalization unit. The PAI is shared with the family of the Guests and requires consent to proceed with the cures and to share the PAI itself.

### **A T H E N A S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

The PAI:

- Allows the Guests to express their own individuality, enhancing the remaining abilities
- Helps the Guests to maintain their autonomy left, and to identify critical areas
- Supports the Guests' functional and cognitive abilities
- Reduces stressful situations and tries to interpret correctly the Guest's needs
- Helps and supports caregivers to handle stress due to home care by giving them advice and specific information about the pathologies affecting the Guest

PAI is drafted by the social and health team within 30 days from the admission of the Guest. The period of validity of the PAI is also established, as well as the timing of subsequent re-elaborations.

### **Medical assistance**

Medical care: the Guests are assisted by their family doctors. A specialised doctor is in our Facility for 5,5 hours per week.

A health care provider is in our Facility for at least 10,5 hours per week.

### **Nursing care**

Our Facility guarantees nursing care day and night. The activity is characterized by:

- The administration of medication, and vital parameters detection
- Treatment of skin lesions, and prevention of heel bedsores
- Continuous and direct assistance to Guests in critical conditions

### **Assistive Personnel (UAP) assistance**

UAPs guarantee direct assistance activities 24 hours a day, which include activities related to hygiene, dressing, assisted bathing, the prevention of heel bedsores performed accordingly to the instructions given by nurses and physiotherapists. They also handle the management of incontinence, provide support for nutrition, stimulate and protect Guests during walking.

### **Social assistance**

Our Facility also provides service of social secretary that regulates the reception, admission and discharge of Guests by cooperating with the local health authorities (ASL) and local structures.

### **Rehabilitation service**

The rehabilitative approach involves all the activities performed by the Guests in their daily life (hygiene, dressing, the movements, administration of meals, moments of socialization), as well as those concerning physical therapy. The goals of the activities and the competences required to handle them are shared with both the team and the Guests' families.

The gym is accessible from Monday to Saturday. The spaces dedicated to physical exercise and the specific equipment can be used only under supervision of therapists specialized in rehabilitation, who organize individual and/or group programs.

#### **ATHENA S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

The Rehabilitation service intervenes in both orthopaedic and neurological diseases, as well as in the prevention of heels bedsores and lesions by promoting correct postures in bed and/or by providing suitable instruments as aids.

### **Psychological counselling**

A psychologist helps the Guests in every step, from their reception and admission to the drafting of their PAI.

The Psychologist works closely and directly with the Guests and their families to ensure personal enhancement and to provide the caregivers with support.

The Psychologist can be seen by both Guests and their families. The psychologist conducts the neuro-psychological evaluation of Guests and activates both individual and group stimulation/rehabilitation treatments.

### **Entertainment service and occupational therapy**

The Entertainment service and the occupational therapy are handled by professional educators who guarantee daily entertainment programs, music therapy, psychomotor exercises, sessions of physiotherapy. These activities are organized to be carried out both individually or in a group, and to be consistent with the Guests' needs and psycho-physical conditions.

The educator's role is to organize the Guest's free time by promoting entertainment and socialization activities in order to prevent the psycho-physical decay of the Guest and to guarantee the respect of the dignity of the person.

The educator opts for educational programs and activities useful to enhance the Guests' cognitive processes and space-time orientation activities.

Moments of socio-cultural aggregation, parties, events, and occasions to spend some time outside the Facility are organized for those patients who are able to socialize. Our main goal is to involve our Guests in the social life of the town and to allow them to take part to social events, thus fostering integration and participation at socio-cultural initiatives.

The entertainment and educational programs are planned by our team and made public every month.

#### **ATHENA S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

## **Volunteering**

Our Facility promotes and enhances social and cultural integration, socialization, and relationships. To this end, it cooperates with third sector organisations.

## **Religious assistance**

We respect freedom of religion. Religious Catholic personnel will be inside the building three times per week, but the Guests can request the service at any time.

Inside the building there is a chapel where Mass is held every Saturday in the afternoon and on holiday eves.

## **Accommodation services**

### **Food service**

The meals served to our Guests are prepared in our kitchens. The menu is prepared by a dietitian with the collaboration of the local health authority (ASL Lecce), and it changes on a weekly basis. The menu for the week is published at the front desk. In case of specific needs, it is possible to adapt the menu accordingly to the recommended diet.

Sample menu:

Breakfast: milk, tea, coffee, biscuits or crispbread, jams, and honey.

Snack: yogurt, fruit smoothies, soft drinks.

Lunch: first course, second course, vegetable garnish, seasonal fruit

Snack: tea, coffee, soft drinks, yogurt, fruit Jell-O shots.

Dinner: first course, second course, vegetable garnish, seasonal fruit

Vending machines are also available near the dining room.

### **Cleaning service**

The cleaning and sanitization service, the bed-making, the change of supplies and of bed linen, bathroom linen, table linen and wardrobe is guaranteed on a daily basis.

### **Laundry**

The laundry and ironing service requires an extra payment when it comes to personal items. For further information about the laundry and ironing service, please contact our reception. It is recommended not to bring extremely delicate clothing.

#### **A T H E N A S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

## **Hairdresser, beautician, podiatrist**

These services can be activated on request. It is possible to book for any of these services at the reception. The Guest will be charged with the cost of the service.

## **Access to services**

Admission procedures are fully described in our Regulation, which is to be consulted for further information.

## **Social life rules**

### **Timetable of the main activities:**

Meals are served in the dining room or in the Guest's room at:

- breakfast: 8.00 am / 8.30 am
- lunch: 12.30 am
- snack: 4.00 pm
- dinner: 7.00 pm
- Physiotherapy is scheduled from Monday to Saturday at the gym.
- All the recreational and entertainment activities are scheduled monthly by our Staff.
- Our Health Coordinator can be contacted after 9.00 am

### **Visits**

Our Facility is open to the public every day from 9.00 am to 1 .00 pm, and from 4.00 pm to 7.00 pm. In order not to disturb the Guests during their hygiene activities, meals and moments of rest, visits from relatives and friends are allowed:

from 10.30 am to 12.15 am

from 4.00 pm to 7.00 pm

We kindly ask visitors to have a proper and respectful behaviour towards everybody.

In case of critical situations, a member of the family can stay for the night, if authorized by the Medical and Operational Management.

### **Meeting places**

Guests and their relatives can move freely in the common areas. Meeting areas are marked by signs and made accessible to all our Guests.

Access to the Guest's rooms requires the medical staff's permission.

### **Telephone**

Our Guests can receive calls and video calls directly in their rooms. They are also allowed to use their own mobile phone.

#### **ATHENA S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

**Mail**

Guests can send and receive mail at our address.

**Smoking ban**

Smoking is forbidden in all the areas of the building.

**Transfer**

Guests can be transferred outside the building. The family will be charged with the cost of the transport, except in case of health emergencies.

**Typical day**

In our Facility the day starts at 7.15 am. Guests are woken up, they have their hygiene taken care of and then they get dressed.

Breakfast is served in the dining room from 8.00 am to 9.00 am. In case of Guests who cannot move, it will be served in their rooms.

In the morning, our Guests go under the rehabilitative treatment prescribed and do group activities and gymnastics.

Every day, the entertainment and occupational therapy service organizes recreational activities, reading labs, artistic manual activities.

Cold or warm beverages are served by mid-morning to provide good hydration.

Lunch is served in the dining room from 11.45 am to 1.15 pm. Guests take it in turns to allow our Staff to help those who need assistance during their meals. Those who are not able to leave their rooms will have lunch served in their room on thermic trays.

Other entertainment and rehabilitative activities are carried out in the afternoon.

Dinner is served in the dining room from 5.30 pm to 7.30 pm. Guests take it in turns to allow our Staff to help those who need assistance during their meals. Those who are not able to leave their rooms will have dinner served in their room on thermic trays.

After dinner, Guests are prepared to go to bed and those who wish can watch TV. There is also the possibility to use wireless headphones.

**ATHENA S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

## Fees

Our fees depend on parameters based on the level of assistance and of rehabilitation interventions needed by the Guest.

<b>Guests</b>	<b>Accommodation</b>	<b>Level of assistance</b>	<b>Fee</b>
<b>Partially self-sufficient</b>	<b>Double room</b>	<b>Average assistance level</b>	<b>€ 2.700</b>
<b>Non-autonomous</b>	<b>Double room</b>	<b>High assistance level</b>	<b>€ 2.700</b>
<b>Affected by dementia/Alzheimer</b>	<b>Double room</b>	<b>High assistance level</b>	<b>€ 2.700</b>

These fees apply to double rooms. Single room can be requested at the time of application and leads to an increase of the fees of 30%.

The cost includes: personalised medical assistance and nursing care; accommodation (room and board), psychological support, entertainment and recreational activities, pharmaceutical service.

At the moment of admission, the Management and the Health Care Provider may apply some reductions or changes in the fees accordingly to the general conditions of the Guest.

## Basic principles of Service delivery

The "Prof. Gino Cucurachi" Residential Care and Nursing Home operates accordingly to the following main principles:

- ❖ **Equality** of the rights of our Guests : we guarantee equal access to our Services for all our Guests.
- ❖ **Impartiality**: the services providers promote a behaviour that complies with criteria of justice, objectivity, and neutrality.
- ❖ **Continuity**: we guarantee continuous and regular service delivery.
- ❖ **Participation**: we promote the involvement of the service users in order to build trust between them and our Facility and to enhance cooperation. Our Guests are informed about our well-being goals, and they are monitored, consulted, and guaranteed a personalized, individual plan.
- ❖ **Enhancement** of our Guests' skills : our Staff promotes the enhancement and stimulation of the right to self-determination of all our Guests, as people able to express their needs, wishes, and opinions.
- ❖ **Effectiveness and efficiency** of our Services: our constant work aims at reaching goals concerning the health and well-being of our Guests.

### **A T H E N A S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

## Fundamental rights of our Guests

The "Prof. Gino Cucurachi" Residential Care and Nursing Home complies with the national protocol proposed by the "Tribunale per i Diritti del Malato" (which defends the rights of patients in hospitals and in long-term care facilities). In our Facility we promote and guarantee the respect of the patient's rights and remove any obstruction to their fulfilment.

Our Guests are entitled to the following rights:

Right to information and social-sanitary documentation. Every citizen has the right to be informed and to be given access to the documentation they need and to get hold of their medical records.

Right to security. Everyone has the right not to be harmed or damaged by the poor functioning of structures and services.

Right to protection. The "Prof. Gino Cucurachi" Residential Care and Nursing Home has a duty to protect Guests who are in a temporary or permanent condition of weakness due to their state of health by providing them with the assistance they need at every moment.

Right to certainty. Our Guests have the right to certainty of treatment in time and space, and the right not to be victim to professional and organizational effects, sudden changes and/or discretion in the interpretation of internal regulations.

Right to trust. Every citizen has the right to be treated as a trustworthy subject.

Right to quality. All the users have the right to be assisted by a Staff whose work aims at improving their psycho-physical conditions.

Right to be different. All the Guests have the right to see their dignity and individuality (due to age, nationality, state of health, culture, and religion) recognized and to be guaranteed personalized treatments accordingly to their needs.

Right to normality. All the citizens have the right to be treated without having to change their habits and lifestyle beyond what is necessary.

Right to decision. Without prejudice to the prerogative of the doctors, and after being properly informed, the Guests have the right to make decisions about their life and health, and to be held responsible for them.

Right to privacy in Implementation of EU Regulation 679/16.

Athena Srl complied with the provisions of the EU Regulation 679/16 on the protection of natural persons in relation to the processing of personal data and their flow.

In particular:

- A policy document on the security for the processing of personal data has been adopted
- Professional figures for the security for the processing of personal data have been named
- All our Staff has been trained to apply the privacy code within the institution.

### **A T H E N A S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008



### **Organization of the Facility in Units**

Athena Srl is aware of the fact that the majority of our Guests are elderly individuals who are not self-sufficient, with multiple and complex problems. Therefore, our organizational model is characterized by units based on pathologies or on the degree of autonomy.

### **Teamwork**

The monitoring of our activities revealed the need for a multi-professional team to guarantee a complete and personalized treatment of the Guests in order to provide a high-quality of assistance. Therefore, we formed specialized teams and a contact person for each unit, in order to promote teamwork and to enhance confidence between our Staff and our Guests.

### **Personalized Plans of assistance**

Athena Srl is aware of the difficulties of a work based on projects, but it is a fundamental approach that leads to a work based on objectives and results, rather than on performances.

First of all, it is necessary to identify the needs of our Guests, in order to examine their physical, psychological and relational condition. The assessment phase is followed by the definition of an operating plan that aims at achieving accurate results in order to prevent, slow down or stop the functional decay of the Guest.

Eventually, the results achieved are verified, which leads to the definition of a new intervention. In this way, all the professional figures in our Staff can work together to get results on our Guests' health.

### **Training**

Athena Srl guarantees a high and continuous training of its Staff, which is necessary to provide a high-quality level of assistance based on the Staff's competences, skills, and behaviour.

### **Information system**

Our Facility uses electronic dossiers divided into areas: medical, nursing, assistance, educational, social, psychological, physiotherapy, etc. The users can access the dossier by entering in their personal details and health data.

The dossier allows our doctor to access all the users' data and their digital records, as well as to prescribe medications and protection devices in a transparent way. These data are immediately accessible to other members of our Staff.

The doctor has access to all the data required to assess which kind of therapy our Guests need, including files about allergies, intolerances, and a summary of the patients' vital and physiological parameters. Anamnesis and diaries facilitate our Staff's work and make it safer and quicker. The doctor writes the medical diary and has access to the ones written by the nurses, the physiotherapist, the psychologist, the assistive personnel, etc. and identifies critical elements thanks to alerts signalling problems.

The digital folder allows the nurse to record, within the digitalized health record of the Guest, data and vital parameters detection, as well as anamnesis and acute episodes. The nurse can access immediately to files containing information about critical events, such as falls, skin lesions, etc.

All the system users can view the data immediately. The nurse also views the therapy and records its administration.

#### **A T H E N A S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 – 873505 – [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008

## **HACCP**

Athena Srl complies with the D.Lgs. 155/97 (Hazard analysis and critical control points, or HACCP, is a systematic preventive approach to food safety), with the Regulation EC n. 1831/2003 n. 853/04 and with the D.LGS n. 193/07 by implementing control activities to avoid risks during food handling.

Our Staff underwent a course about hygiene rules and the prevention of food contamination.

## **Implementation of Legislative decree 81/08**

Athena Srl complied with the duties imposed by the legislative decree regarding workers and Guests safety by providing an emergency plan, by updating security data, and by ensuring the compulsory training of all the employees.

All the employees are informed about the risks to which they are subject, and about the preventive measures they have to adopt, as well as about the personal protective equipment, and the procedures in case of emergency.

The Facility has a properly trained arson squad, with the achievement of the Attestation of competence released by the Comando Provinciale dei Vigili del Fuoco (institutional agency for fire and rescue service).

## **Customer satisfaction**

The "Prof. Gino Cucurachi" Resident Care and Nursing Home policy of welcoming includes the regular monitoring of the set aims, in order to constantly improve the quality of the services offered. Therefore, a satisfaction questionnaire is regularly proposed to our Guests and their families. To ensure maximum involvement, the survey is anonymous, and the answers will be carefully analysed and used as point of reference to provide the best services.

The Secretariat office also offers the "Listening to the customer" service, thanks to which clients can give reports and make suggestions regarding the services offered by the Facility. Relatives and external people can fill in the appropriate form, which is attached to this document but also obtainable from our offices, and hand it directly to the Administration.

The Administration will respond within 15 days, after having carried out adequate investigations.

Alerts and suggestions will allow us to increasingly adapt our services to customer's expectations.

### **ATHENA S.r.l.**

Via S. D'Acquisto, 25 73021 Calimera (LECCE)

P.IVA: 03936470750

Tel. 0832 - 873505 - [www.athenaservizi.it](http://www.athenaservizi.it)

R.S.S.A. Iscr. Reg. Regionale N°236 del 22 - 04 - 2008