
 collerolletta <small>residenza protetta centro diurno</small>	SERVICE CHART
	Provision of Services

RESIDENZA PROTETTA “COLLEROLLETTA”




Salus Umbria Terni S.r.l.


Strada di Collerolletta, 24
05100 Terni
P.I. 01586940551

 Phone 0744 413283 - Adimn 0744 413286

 salusumbriaterni@pec.it

 info@salusumbriaterni.it

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	1. Vision – Mission - Worths
<p>Rp Colleterolletta has an agreement with the Umbria 2 Local Health Authority and is accredited with the Umbria Region.</p> <p>Vision: The protected residence for non-self-sufficient elderly people is a structure that welcomes people who, for health or age reasons, are no longer able to live independently at home. Its vision is to be a place of care, hospitality and socialization, where guests can live their lives in a dignified and peaceful way.</p> <p>Mission: "To guarantee the people hosted the best living conditions and autonomy according to their state of health and personality, trying to promote physical and mental well-being within a community and family environment".</p> <p>The Protected Residence aims to guarantee:</p> <ul style="list-style-type: none"> • qualified residential health-welfare-social assistance aimed at elderly people who have reached the age of 65 and who are in a condition of non-self-sufficiency in carrying out the actions of daily life, totally or partially, linked to health and/or social sphere. • a comfortable and stimulating environment, which favors the maintenance of their autonomy and their social relationships; • Assistance that respects their dignity and individuality. <p>To achieve these objectives, the protected residence undertakes to:</p> <ul style="list-style-type: none"> • Provide assistance based on the latest scientific evidence and best practices; • Encourage guest participation in the life of the facility; • Collaborate with families and local services to ensure continuous and integrated assistance. <p>Values: The Protected Residence places the elderly at the center of attention as an "active subject", personally involved in the assistance and services directed to him, recognizing, with respect, the value and inalienable dignity of his life up to last moments of existence. The centrality of the person is fundamental (the guest is at the center of attention of the entire structure) and the humanization of assistance (assistance must be provided with care and respect for the person).</p> <p>The sheltered residence for non-self-sufficient elderly people is committed to realizing its vision and mission through a continuous process of improvement, based on assessing the needs of guests and listening to their families.</p>	
	2. Introduction

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RP Collerolletta deemed it appropriate and necessary to prepare its own Service Charter for reasons of clarity and transparency both towards users and institutions in general.

3. Goals




The main objectives of the Residency can be summarized as follows:


- Guarantee of the highest quality to offer guests qualified integrated social and healthcare assistance.
- Search for optimal levels of health, related to the environment
- Development of residual functional capabilities of elderly people.

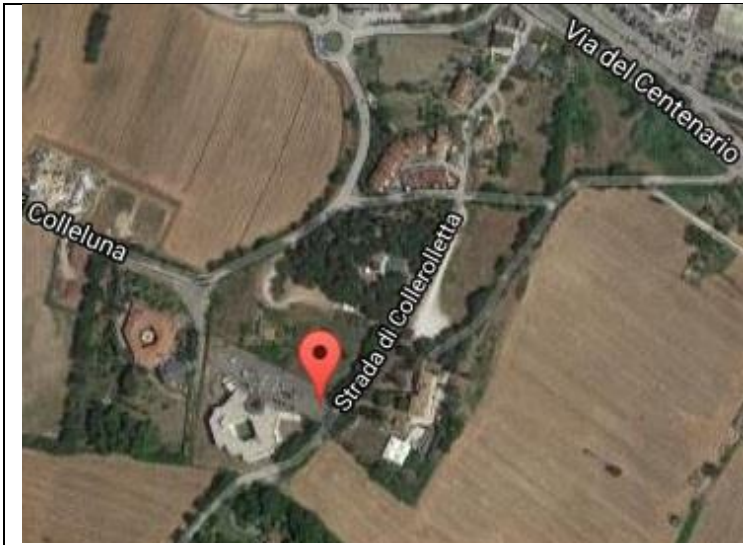
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- Global approach to the person with targeted interventions.
- Continuous training of staff to support their motivation and re-evaluation of preparation professional.
- RP Collerolletta does not require any type of additional intervention or services from personnel outside its staff.

	<p>4. How to get the building</p> <p>Via railway Linea Roma - Perugia/Firenze/Ancona, exit Terni Station</p> <p>Via freeway E45 exit Terni, to Collerolletta</p>
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The Residence is located in Terni, Collerolletta, in the peripheral area, about 4 kilometers from the city center.



5. Environments and building

The healthy, comfortable environment, which respects individual autonomy, encourages the participation of guests and their families in the daily routine

It is the ideal setting for those who intend to choose a quiet place as their stay.

The external perimeter surrounded by greenery with protected spaces without architectural barriers allows for pleasant assisted walking.

The entire construction of the complex is characterized by the search for maximum comfort and safety, with spaces dedicated to socialization and environments dedicated to healthcare.

Outside the structure there is a large free car park for visitors and employees.

	<p>5.1. Ground Floor</p> <ul style="list-style-type: none"> ● Reception with Reception Office ● Medical Office – Infirmary ● n.2 living rooms and television ● no. 1 Dining room ● Administrative Management, Offices, Management ● 3 lifts, 2 of which are equipped with stretchers ● Guest toilets ● 22 rooms with private bathrooms ● 2 assisted bathrooms ● Staff rooms
	<p>5.2. First floor</p> <ul style="list-style-type: none"> ● 24 rooms with private toilet ● no. 2 assisted bathrooms ● Infirmary and medical clinic ● no. 1 Dining room ● 1 lounge for Activities ● n. 2 living rooms and television
	<p>5.3. Basement</p> <ul style="list-style-type: none"> ● Cooking ● Warehouses – Pantry ● Service rooms ● Changing rooms for staff ● Gym ● Mortuary ● Wardrobe ● Laundry ● Day Center







All rooms are appropriately air conditioned. The rooms can be customized according to the taste of the guests who use them. All rooms are equipped with an emergency call system, a television system, a bathroom, are equipped with safety systems and furnished with modern shockproof and easy-to-clean material, in compliance with European standards. The lines are simple and functional, yet embellished by a skilful use of construction technologies. Each floor is equipped with an assisted bathroom.



6. Outdoor garden

The Garden is a living space, in which it is possible to carry out a care project, to allow the elderly to move freely in open spaces.

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	7. Other features
	7.1 Consumers The Protected Residence has an accommodation capacity of 90 places intended to accommodate non-self-sufficient people, elderly people who have reached the age of 65 and who are in a condition of non-self-sufficiency in carrying out the actions of daily life, totally or partially. , linked to the health and/or social sphere.
	7.2 Opening hours to the public The structure is open 24 hours a day with continuous staff. Each Guest can receive visits from family and friends from 09.00 to 18.00. From 6.00pm to 9.00pm with at least one hour's notice. In addition to the time slots specified above, in particular cases, access will be organized and authorized by the Health Management. It is advisable that such visits do not hinder daily activities and do not disturb the tranquility and rest of resident guests.
	7.3 Fare and agreement with Public Health system The daily hospital fee established by the Umbria Region for Protected Residences is €97.66. In the case of healthcare integration, the daily fee is €48.83 including the contribution of the S.S.N. equal to 50%. In the case of recognition of social integration, the fee is directly established by the responsible municipal body.



8. Login

For hospitality requests, the structure provides and fills in, together with the applicant, the "Insertion request" document.

If there is no immediate availability, the application will be placed on the waiting list.




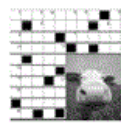
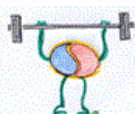




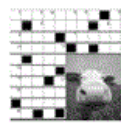
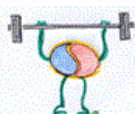



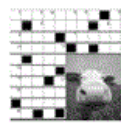
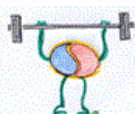
This waiting list mainly takes into account the date of submission of the application, giving priority to particularly serious situations due to specific economic, social or environmental conditions.

When the facility is able to welcome the Guest, the day of entry is agreed upon during which the applicant receives and signs this Service Charter, the Internal Regulations, the mutual commitment agreement and the authorizations regarding the treatment of personal data.



9. Consumer entrance

- Upon entry, all documents are filled in forms, administrative and health, necessary for the stay in the facility.
- Each guest is taken care of through the Multidisciplinary Assessment carried out by the social and healthcare team.
- For each guest, the most effective interventions to respond to therapeutic, socio-rehabilitative, health, welfare and employment needs are identified through team meetings (Individual Care Plan)
- Any private specialist visits, requested by family members, can also take place within the Structure, but must always be agreed with the Health Management so as not to hinder internal activities.

<div style="display: flex; flex-direction: column; align-items: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold; margin-bottom: 10px;">MATTINA</div> <table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 50%; padding: 5px;"> LUNEDI' Intrattenimento su temi di attualità   Attività occupazionali </td> <td style="width: 50%; padding: 5px;"> MARTEDI'  Attività di canto </td> </tr> <tr> <td style="width: 50%; padding: 5px;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold; margin-right: 5px;">POMERIGGIO</div>  Attività ricreative (giochi di parole, cruciverba, tombola...) </td> <td style="width: 50%; padding: 5px;">  ALLENA-MENTE: Attività di stimolazione cognitiva di gruppo </td> </tr> </table> <div style="margin-top: 20px;">  </div> </div>	LUNEDI' Intrattenimento su temi di attualità   Attività occupazionali	MARTEDI'  Attività di canto	<div style="writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold; margin-right: 5px;">POMERIGGIO</div>  Attività ricreative (giochi di parole, cruciverba, tombola...)	 ALLENA-MENTE: Attività di stimolazione cognitiva di gruppo	<p>10. Main services Included in the daily hospital fee:</p> <p>The Medical Service is guaranteed, during daytime hours on weekdays, by the guest's General Practitioner and by the Facility Medical Director; while in the evenings and on public holidays, it is guaranteed, in the case of non-deferrable health services, by the Emergency Medical Service.</p> <p>The Nursing and Assistance Service is guaranteed 24 hours a day. Social-healthcare and nursing assistance is carried out by professional nurses and social-healthcare workers (OSS), coordinated by the Nursing Activity Coordinator and the OSS Coordinator, under the responsibility of the Health Director.</p> <p>The Physiotherapy service is carried out by qualified therapists, aimed at recovering, strengthening and/or maintaining residual motor and functional abilities over time.</p> <p>The Social Entertainment Service aims to recover and/or maintain residual cognitive abilities. In particular, it includes: occupational therapy workshops, recreational initiatives such as oculo-manual activities, creative expressiveness with drawings and paintings, trips, film clubs and musical activities. Monthly live music events are also planned for guests' birthday parties.</p> <p>the Social Assistance Service takes care of relationships with families, detects needs and implements social welfare projects; manages relations with the territory, using the network of local services (schools, associations, local health authorities, municipalities, etc.). coordinates services in multiple sectors such as: welfare, recreational and relational activities. Supports the coordination service and the social secretariat.</p> <p>Periodic meetings are held between the professional figures present in the structure in order to guarantee the continuity and continuous improvement of health and social services with the aim of verifying the objectives achieved or redefining the care strategy (PAI - Individual Care Plan).</p>
LUNEDI' Intrattenimento su temi di attualità   Attività occupazionali	MARTEDI'  Attività di canto				
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10.1 Hotel Service

Kitchen Service: all meals are prepared in the internal kitchen with products purchased from qualified suppliers.

The service is carried out at the following times:

- breakfast from 8.30 to 9.00
- lunch at 12
- snack at 4.00 pm
- dinner at 6.30pm

The Health Management customizes the menu, if necessary, for guests with particular needs.

The menu is monthly; every day there is the possibility of choosing between different dishes (two first courses, two second courses, two side dishes, fruit).

The monthly menu is displayed on the noticeboards of the residence.

The kitchen service is controlled via the HACCP (Hazard Analysis and Critical Control Point) system which allows us to identify and minimize the dangers of food contamination during the various processing phases.



We also thought about family members

For specific occasions and events there is the possibility of using the Residence's catering service, by prior agreement with the Company Management and the Healthcare Management.



Laundry/ironing/wardrobe service

Cleaning/disinfection service

	<p>11. Other Services</p> <p>Public relations office service: The administrative employees and coordinators are present during office hours (from 09.00 to 13.00 and from 15.00 to 17.00) from Monday to Friday for any information or need.</p> <p>Customer Satisfaction is available to guests and their families; a tool to freely express one's opinions regarding the degree of satisfaction with the service provided.</p> <p>In the case of complaints/suggestions, specific documentation is available in the hall of the facility. They can be placed in the appropriate "Complaints/Suggestions" box or a meeting can be requested with the Company Management.</p>
	<p>11.1 Religion</p> <p>Respect for all religious beliefs and meetings with their communities are guaranteed.</p> <p>The Holy Mass is celebrated periodically at the premises of the Residence. The priest is also available upon request.</p>



11.2 Hairdressing and pedicure

The hairdressing service is available at our facility upon reservation
The pedicure service is available at our facility upon reservation in addition to the fee.



11.3 Drinks

Guests and their families can use the coin-operated or rechargeable key-operated hot and cold drink vending machines on the ground floor, in the living room.



11.4 Newspapers


Local information newspapers are available in the facility national and current affairs weeklies.
For a fee it is also possible to book and request any day the purchase of other newspapers or magazines at the reception.

12. Performance indicators


The structure adopts a quality management system in accordance with the UNI EN ISO 9001/2015 regulation which places the guest and his satisfaction at the center of the entire monitoring and improvement system. This management system includes a systematic internal process integrated into all company activities, the planning of objectives, the monitoring of results and specific continuous improvement paths. Specifically, the following quality standards are applied:




- Risk self-analysis system and control of critical points on food production (HACCP - Self-Control Plan)
- Application of the guidelines and recommendations of the Ministry of Health with particular attention to prevention and care of the guest and evaluation of outcomes (clinical appropriateness)
- Implementation of Legislative Decree 81/08 regarding the safety of workers and residents in the facility with the preparation of a suitable emergency plan
- Implementation of the law regarding privacy and the processing of personal data and related requests for informed consent (GDPR 2016/679)
- Staff training plan
- Interventions aimed at guaranteeing relationships with the outside and making sure that, if travel is complex, the outside is usable for our guests. This requirement is one of our cornerstones for the well-being of the people who live within the structure. The structure also collaborates with the outside to strengthen its work group with external figures who represent a resource for those who use it and an opportunity for enrichment for those who carry it out.

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13. Oldster Rights Chart	
Person has got the right to	Society and Institutions must:
<p>To develop and maintain one's individuality and freedom</p>	<p>To respect the individuality of every elderly person, recognizing their needs and implementing appropriate interventions, with reference to all the parameters of their quality of life and not exclusively based on their chronological age</p>
<p>To preserve and see respected, in compliance with constitutional principles, one's beliefs, opinions and feelings</p>	<p>To respect beliefs, opinions and feelings of elderly people even when they appear anachronistic or in contrast with the dominant culture, committing themselves to grasp their meaning throughout the history of the population</p>
<p>To maintain one's own ways of social conduct, if not harmful to the rights of others, even when they appear to conflict with the dominant behaviors in one's environment</p>	<p>To respect the elderly person's methods of conduct, compatible with the rules of social coexistence, avoiding "correcting" and "mocking" them, without thereby failing to fulfill the obligation to help for their better integration into the life of the community</p>
<p>To maintain the freedom to choose where to live</p>	<p>To respect the free choice of the elderly person to continue living in their own home, guaranteeing the necessary support, as well as, in case of absolute impossibility, the reception conditions that allow them to preserve some aspects of the abandoned living environment</p>

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<p>To be cared for and cared for in the environment that best guarantees the recovery of the damaged function</p>	<p>To look after and treat the elderly as far as possible at home, if this is the environment that best stimulates the recovery or maintenance of the damaged function, providing every health and social service deemed practicable and appropriate. However, the sick elderly person is guaranteed the right to admission to a hospital or rehabilitation facility for the entire period necessary for treatment and rehabilitation.</p>
<p>To live with whoever you want</p>	<p>To encourage, as far as possible, the coexistence of the elderly person with their family members, appropriately supporting the latter and stimulating every possibility of integration.</p>
<p>To have a relationship life</p>	<p>To avoid any form of ghettoization towards the elderly that prevents them from interacting freely with all age groups present in the population. To provide every person of advanced age with the possibility of preserving and realizing their personal aptitudes, of expressing their emotions and perceiving their value, even if only of an emotional nature.</p>
<p>To be able to express one's personal aptitudes, originality and creativity</p>	<p>To combat, in every area of society, every form of oppression and abuse to the detriment of the elderly.</p>
<p>To be protected from any form of physical and/or moral violence To be able to enjoy and maintain one's dignity, even in cases of partial or total loss of one's autonomy and self-sufficiency.</p>	<p>To work so that, even in the most compromised and terminal situations, capabilities are supported residual of each person, creating a climate of acceptance, sharing and solidarity that guarantees full respect for human dignity.</p>

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Service Chart

10/11/2023
Approved by Salus Umbria Terni S.r.l. BOD

Terni,

Firma per presa visione

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