

VILLA

# Sant'Elia

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CASA PROTETTA

# *Service Charter*

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*Dear Customer,*

*We invite you to review this Service Charter to learn about our organization, the types of services offered and how they are delivered, as well as the procedures for your protection in the event of any service disruptions.*

*The Management*

## CERTIFICATO/CERTIFICATE N. A10026

Si attesta che il Sistema di Gestione di / *This document is to certify that the Management System of*

### VILLA SANT'ELIA S.r.l.

Sede Legale / *Registered Office* Via Edmondo Bucciarelli, 30 - 88100 Catanzaro (CZ)  
Unità Operativa / *Operational Unit* Via Carlo Alberto Dalla Chiesa, 10 - 88044 Marcellinara (CZ)

è risultato conforme ai requisiti della norma / *has been resulted in compliance with the standard*

#### UNI EN ISO 9001:2015

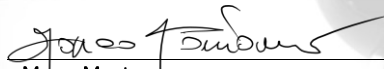
per i seguenti campi di attività / *for the following field(s) of activities*

Erogazione di servizi di assistenza socio-sanitaria in Casa Protetta per anziani

*Provision of social and health care services in a nursing home for the elderly*

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*The validity of this certificate is subject to annual periodical audits and to complete re-assessment of the system every three years.*

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**Marco Montanaro**  
Rappresentante Legale / *Legal Representative*

Periodo di non validità / *Non-validity period* dal/from al/to

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# Introduction

*Dear Sir/Madam,*

*The document presented here constitutes the "Service Charter" of the Villa Sant'Elia Nursing Home.*

*This is an information booklet designed to highlight, in a simple and clear manner, the healthcare and assistance services we provide to our residents.*

*For our Company, the adoption of this Service Charter represents a document of external commitment and internal guidance, aimed at the continuous improvement of the quality of care.*

This Service Charter has been drafted in accordance with the reference framework adopted by the Decree of the President of the Council of Ministers of May 19, 1995 (Official Gazette of May 31, 1995, supplement no. 65) and subsequent provisions. It is inspired by the fundamental principles of our Constitution, as set forth in the directive of the President of the Council of Ministers of January 27, 1994.



## Presentation

**Villa Sant'Elia S.r.l.** operates in the regional social and healthcare sector, with authorization and accreditation from the Healthcare Service of the Calabria Region.

## About us

**Villa Sant'Elia S.r.l.** carries out its activities in the social and healthcare sector through the direct management of an accredited residential facility, in agreement with the relevant Provincial Health Authorities (ASP). The Nursing Home welcomes elderly people who require a protected living environment, where adequate medical treatment, constant assistance support, and opportunities for social interaction and integration are ensured. The multidisciplinary team operates in a coordinated manner to meet the healthcare, assistance, and relational needs of the residents, respecting individual characteristics and promoting continuity in the care

## Our Purpose

The objective of **Villa Sant'Elia S.r.l.** is the planning, organization, and delivery of social-assistance and rehabilitation services aimed at non-self-sufficient elderly people. The primary goal of the facility is to guarantee a safe, welcoming, and structured residential environment, capable of supporting the individual in managing daily life and maintaining residual abilities, while preventing isolation and the loss of autonomy.

## Mission

**Villa Sant'Elia S.r.l.** pursues the protection of health and well-being for individuals who are non-self-sufficient or at high risk of losing their autonomy, through the delivery of services designed to guarantee:

- adequate medical treatment;
- continuous assistance;
- a positive relational context;
- the best possible balance between physical, cognitive, and psycho-social conditions.

The facility's mission is founded on promoting the quality of life for the elderly, encouraging participation, the recognition of individual dignity, and the centrality of the family unit within the care process.

## Who We Care For

Individuals who are partially or totally non-self-sufficient with stabilized outcomes of physical, mental, sensory, or mixed pathologies, who cannot be cared for at home, through social-healthcare or social-rehabilitation therapeutic pathways.

## How to Support Us

Your support through donations and bequests can help us uphold our commitment to innovation and the development of our services.

## Contact Information



### Registered Office:



Via E. Bucciarelli, 30 - 88100 Catanzaro (CZ)



Tel: 0961 358469

Email: [info@villasanteliasrl.it](mailto:info@villasanteliasrl.it)

Pec: [villasanteliasrl@pec.it](mailto:villasanteliasrl@pec.it)

### Operational Site:

Via Carlo Alberto Dalla Chiesa, 10

88044 Marcellinara (CZ)



Tel: 0961 996168

### Principle of Equality and Respect

Article 3, paragraph 2 of the Italian Constitution directly implies the need for differentiated treatment aimed at restoring, based on the specific condition of the user, their factual equality with other citizens. Within our facility, this principle translates into equal consideration for every single individual. This does not mean uniformity of interventions; rather, it ensures that every activity is personalized, acknowledging the UNIQUENESS of each resident within the Nursing Care Residence. Life within the Residence is free from discrimination of any kind.

### Principle of Participation

We aim to encourage the active participation of the user in the life of the Nursing Care Residence. This participation must involve family members, making them key participants through information regarding the Center's objectives and by creating a continuous relationship and feedback loop between the Facility and the families. Accurate INFORMATION and the respect for privacy are always guaranteed in the relationships between operators and professionals on one side, and residents and family members on the other.

### Principle of Impartiality and Objectivity

Every person providing a service within the facilities must operate with impartiality and objectivity to guarantee adequate assistance. Care services are guaranteed 24 hours a day; a personalized care plan (PAI) is provided for each user to ensure the continuity and effectiveness of healthcare and social services. Every intervention is verified in advance, and periodic review sessions may lead to the suspension of the intervention (if the objective has been reached), a further extension, or the definition of new strategies.

### Principle of Effectiveness and Efficiency

Both the criteria of EFFECTIVENESS (verifying whether objectives have been met) and EFFICIENCY (the best use of resources to achieve those objectives) are intrinsic to the activities of the Nursing, Care, and Rehabilitation Residence. The organization's goal is to increase the quality level of social-healthcare and assistance services.

### Right to Choose

Autonomy is actively promoted. Within our context, this term expresses the concept of a "space for self-determination" and "self-decision" within the relationship between the person in need and the services provided. Indeed, we strive to promote decision-making in the daily life choices of every resident. For those with greater cognitive impairment, significant importance is placed on non-verbal communication, which helps establish a relationship between the person in need and the caregiver.

The various professional figures have the task of encouraging and stimulating choices and the greatest possible autonomy for residents in the activities of daily living.



## SERVICES OFFERED

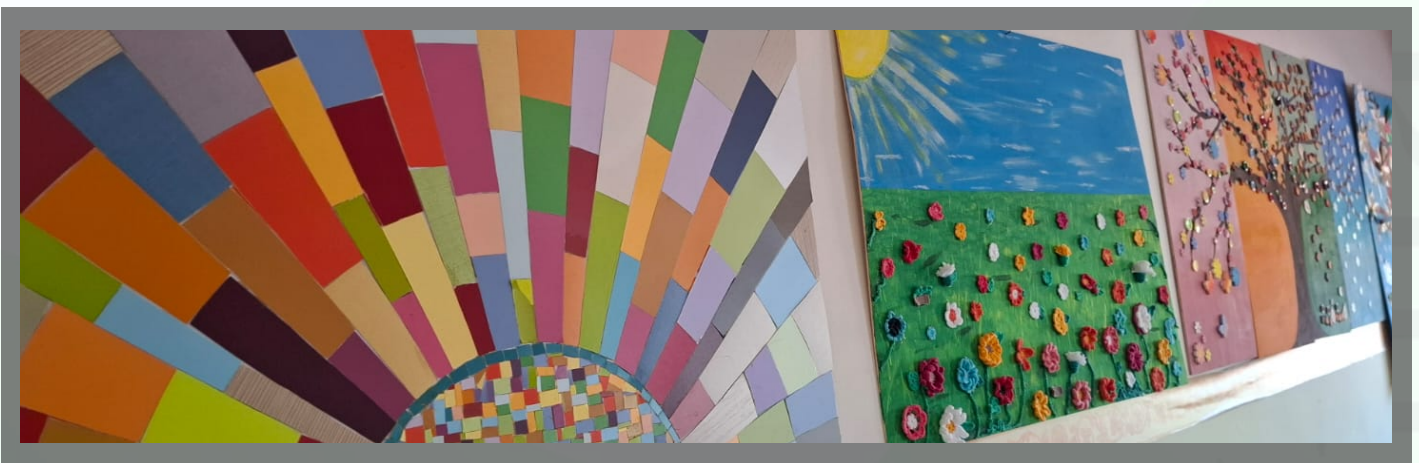
**Nursing Home:** The Nursing Home welcomes elderly individuals who require a structured residential environment, providing basic social-healthcare assistance and continuous support with activities of daily living.

Interventions are carried out through social-healthcare and/or social-rehabilitative therapeutic and assistance pathways, tailored to individual needs, with the aim of supporting the person in managing ordinary activities and maintaining residual skills.

A multidisciplinary team operates within the Center, coordinated by the Service Manager and composed of various professional figures, with the possibility of integrating specialist medical personnel if necessary or upon request.

The activities offered include:

- » Assistance with personal care activities
- » Support for activities of daily living (ADL) and mobility
- » Sorveglianza continuativaContinuous supervision
- » Basic nursing care
- » Scheduled medical presence, available on-call when necessary
- » Physiotherapy interventions aimed at maintaining residual abilities
- » Medication administration and therapeutic monitoring
- » Meal preparation and service, including personalized diets if required
- » Social activities and cognitive stimulation
- » Basic psycho-social support
- » Laundry and environmental cleaning services
- » Management of common areas and social gathering activities



## Admission Procedures

To apply for admission, the user or their legal representative must submit a request to their local Health District using the provided forms, accompanied by an admission proposal from their General Practitioner on the specific required template.

The facility provides for temporary or permanent stays, respite care for families, and the completion of rehabilitation cycles potentially initiated in other facilities of the National Health Service (S.S.N.).

To access admission or to receive updated information, it is recommended to contact the facility's Information Office at 0961 996168 or send an email to the following address: [info@villasanteliasrl.it](mailto:info@villasanteliasrl.it).



## Waiting Lists for Residential and Semi-Residential Facilities

- Admission under Accreditation/Agreement : in this case, waiting lists are held and managed exclusively by the Provincial Health Authorities (ASP), which regulate waiting times and priority criteria. These lists are not accessible to the accredited facilities.
- Private Admission: in this case, the residential or semi-residential facility manages the waiting lists based on the availability of authorized beds, taking into account the order of booking and priority criteria related to the specific pathologies

## STAFF

The personnel employed within our facilities consist of the following professional figures:

### Medical Director (Medico Responsabile)

- Responsible for overall healthcare assistance.
- Coordinates the interventions of ward doctors and professional nurses.
- Coordinates the interventions of General Practitioners and specialists.
- Head of the Multidimensional Evaluation Team.
- Co-responsible for Quality Assurance and Review.
- Responsible for personnel management.

### Geriatrician

- Coordinates and supervises the multidimensional evaluation team for the planning and drafting of INDIVIDUAL CARE PLANS (PAI).
- Responsible for rehabilitation projects and programs.
- Member of the multidimensional evaluation team.
- Monitors the implementation of intervention plans.

### Ward Physician

- Responsible for the healthcare assistance of residents within the ward.
- Guarantees prompt intervention within the departments.

### Psycho-Social-Educational Area Coordinator

- Coordinates the work of the psycho-social-educational team.
- Coordinates the interventions of educators in animation and socialization activities.
- Responsible for the selection and training of personnel within the psycho-social-educational sector.
- Coordinates the organization and uniformity of interventions across the Group's various facilities.
- Supervises professional figures (psychologists, social workers, educators, and therapists) in the application of operating procedures and intervention plans.

### Quality Management Representative

- The Quality Management Representative reports to the General Management and has the authority and responsibility to perform the following tasks:
- Draft the Quality Manual in compliance with the UNI EN ISO 9001:2015 standard and verify, together with the competent departments, its suitability for the company's operations.
- Verify the adequacy and application of quality procedures and registration documents within company processes.

- Manage the distribution of documentation relating to the Quality Management System.
- Report to Management on the performance of the Quality Management System to allow for its review and improvement.
- Manage monitoring and measuring devices.
- Manage complaints, non-conformities, and corrective and preventive actions.
- Manage internal quality audits (verifiche ispettive interne).
- Perform supplier evaluation and qualification.
- Plan and manage quality training and coaching activities.

### Psychologist

- Facilitates communication and socialization among residents.
- Provides specialized support for psychological and mental health disorders.
- Member of the multidimensional evaluation team for the development and review of intervention plans.
- Manages and nurtures relationships between families and residents, as well as between families and staff members.

### Social Worker

- Manages relationships with residents' families and local authorities (Forensic Medicine, INPS, Health District, Municipality).
- Performs social secretariat functions (information and administrative guidance).
- Accompanies residents to services outside the facility (post offices, banks, shops for small purchases, etc.).
- Member of the PSE (Psycho-Social-Educational) team and participates in the drafting of Individual Care Plans (PAI).

### Professional Educator / Activity Coordinator / Occupational Therapist

- Aims to stimulate and maintain the physical, relational, and social skills of the residents.
- Offers support, protection, and activities focused on social interaction and engagement.
- Promotes the reactivation and maintenance of the residents' residual functional abilities.
- Provides support to families.
- Manages the implementation of personalized intervention plans (PAI) within their specific area of expertise.

### Professional Nurse

- Collaborates with the physician on the bureaucratic and administrative management of the ward's healthcare aspects.
- Responsible for the administration of therapies and medications.
- Responsible for managing the healthcare, hygiene, and pharmaceutical materials entrusted to them.
- Responsible for the disposal of medical and hazardous waste (special waste).
- Responsible for managing requests for specialist visits (bookings, collecting medical reports, et.)

- Responsible for nursing care and prevention.

### Rehabilitation Therapist (Physiotherapist)

- Directly responsible for the implementation of intervention plans and periodic evaluations.

### Social and Health Care Assistant (OSS)

- Provides personal hygiene care for residents.
- Ensures the cleanliness and hygiene of the environment, furniture, and equipment.
- Performs a "prosthetic function" for residents with disabilities (assisting with tasks they cannot perform alone) while simultaneously stimulating their residual skills.
- Accompanies residents outside the ward.
- Maintains constant supervision to prevent hazardous situations.
- Collaborates with the Ward Manager to implement the interventions defined in the care plan and to support animation activities.

### Administrative Coordinator

- In charge of the organizational and administrative management of the facility.
- Responsible for the "hospitality services" management (equipment operation, facility works, maintenance, etc.).

### Administrative Staff

- Responsible for the accounting sector and the management software.
- Manages warehouse and pharmacy supplies.
- Transmits all required information to the A.S.P. (Provincial Health Authority) services, the Calabria Region, and any other requesting stakeholders.
- Handles general bureaucratic and administrative activities.

### General Services

- Driver, cooks, auxiliary cleaning staff, laundry staff: each according to their specific area of expertise, completing the essential operations within the facility.

# Quality Policy

## Objectives and Guidelines

The **General Management**, through this document, defines and communicates the Quality Policy to all members of the Organization, understood as a set of general guidelines and objectives related to quality.

**The Organization's Quality Objectives are:**

- Maintain certification of the Quality Management System according to UNI EN ISO 9001:2015 standards;
- Provide services that meet Customer requirements and applicable mandatory/statutory regulations;
- Increase customer satisfaction;
- Increase market share;
- Enhance efficiency in process management;
- Continuously improve the effectiveness of the Quality Management System;
- Guarantee qualified assistance to the customer/resident through personalized interventions, ensured by continuous staff training to maintain motivation and update professional skills (interventions by all professional figures are aimed at satisfying the needs of the elderly person);
- Ensure a safe and supportive environment for all residents, mindful that the elderly are often in a "vulnerable" position, which illness and disability further aggravate;
- Guarantee residents the opportunity to continue managing their lives as much as possible, respecting personal wishes and choices to the fullest, and providing all necessary assistance and available resources;
- Improve collaborative relationships with the ASP and the Municipality, promoting meetings with Associations and Trade Unions to identify common goals and implement effective collaboration projects aimed at improving the life of the individual and the community.

**To this end, the General Management is committed to:**

- Developing and implementing the Quality Management System and continuously improving its effectiveness;
- Ensuring that Customer requirements are clearly defined;
- Monitoring Customer satisfaction levels;
- Ensuring that the Quality Policy is understood and supported at all levels of the Organization;
- Granting the Quality Management Representative the authority and resources necessary for constant monitoring of the System's application and subsequent improvements;
- Providing the necessary resources to achieve the objectives;
- Encouraging the continuous improvement of each employee's individual skills.

The fundamental principles and quality characteristics of the service are described in the "Service Charter" issued by the Management, made available to the public and communicated to all internal staff.

All employees and units within the Organization are involved in company activities, utilizing the Quality Management System daily as a management tool to achieve the set objectives.



## GENERAL SERVICES

- Common areas, resident rooms, and all other hospitality aspects are managed with meticulous attention to detail, utilizing high-comfort furnishings that meet the highest safety standards.
- A recreational room is available to residents, serving as a space for socialization and meeting with visitors.
- Vending machines for hot and cold beverages are available in the bar area.

The use of personal television sets is permitted, provided they do not interfere with the care needs and comfort of other residents.

## DINING SERVICE

- Breakfast is served from 8:00 AM to 9:30 AM.
- Lunch is served from 12:00 PM to 1:00 PM.
- Dinner is served from 6:00 PM to 7:00 PM.
- Afternoon snack is served at 4:00 PM.

The menu is organized on a four-week rotation and includes seasonal variations as well as special menus for holidays (Christmas, Easter, etc.). It is developed under the strict supervision of the Health Authority and includes personalized menus based on specific dietary needs.

## TELEPHONE SERVICE

- Residents may make calls as needed from internal phones by requesting the switchboard.
- Telephones for residents and visitors are available on every floor.

A cordless phone service is available.

## LAUNDRY SERVICE

The Nursing Home (RSA) provides an external laundry service capable of meeting the needs of every resident.

## CLEANING AND ENVIRONMENTAL SANITIZATION SERVICE

This service is guaranteed by internal staff and specialized external companies.

**ADMINISTRATIVE OFFICE OPENING HOURS** The Nursing and Rehabilitation Home guarantees that its administrative offices are open from 9:00 AM to 1:00 PM, Monday through Friday. For any special requirements or appointments outside these hours, please contact the administrative offices directly.

## VISITING

## HOURS

Each resident may receive visits from family and friends during the established morning and afternoon hours. Visitors are kindly requested to ensure that their presence does not interfere with daily care activities or disturb the peace and rest of other residents.

## RELIGIOUS

## ASSISTANCE

Religious services are provided and include the recitation of the Holy Rosary, religious hymns, and Holy Mass.

## PEACE AND QUIET

To avoid disturbing other residents, we kindly ask users to minimize noise as much as possible and to keep the volume of radio and television sets at a moderate level.

## SMOKING POLICY

In accordance with legal regulations and, above all, out of respect for one's own health and the health of others, smoking is strictly prohibited in bedrooms, corridors, lounges, and generally in all areas throughout the Facility.

## COMPLAINTS PROCEDURE

Complaints from residents or their family members may be submitted to the Quality Office located at the registered office of Villa Sant'Elia S.r.l., Via E. Bucciarelli, 30, 88100 Catanzaro (CZ). Residents may file a complaint using the following methods:

- **In person:** By filling out the specific form available at each Facility.

- **Via Email:** By writing to [reclami@villasanteliasrl.it](mailto:reclami@villasanteliasrl.it). In accordance with Art. 14, paragraph 5 of Legislative Decree 502/92, the complaint must be submitted within 15 days of the date the person concerned became aware of the issue. The Quality Office will submit the complaint to the General Management, which will initiate an internal inspection to undertake any necessary corrective actions. Within thirty days from the date the complaint was filed, the user will be informed of the outcome of the investigation and the measures adopted.

## CUSTOMER

## SATISFACTION

To monitor the perceived satisfaction of our customers, a "Customer Satisfaction Survey" is distributed annually. The completed survey should be returned to the facility's switchboard in a sealed, anonymous envelope to guarantee privacy during completion. All surveys will be analyzed by the Quality Management Representative.

## PERSONAL DATA PROCESSING - HEALTH STATUS INFORMATION AND INFORMED CONSENT

Personal data provided by Residents or their family members are protected under the personal data protection laws (EU Regulation 2016/679 - GDPR and subsequent amendments). In addition to personal and social data, "sensitive" data regarding the person's health status, assessment of personal autonomy, and other care-related information are collected. Upon admission to the Facility, informed consent for care and the processing of personal and health data is required. This must be signed by the Resident, if cognitively capable of doing so, or by a legally authorized representative. All sensitive information is collected by qualified staff (medical, social, care, and administrative personnel) trained in personal data protection, solely for the purpose of ensuring health and care interventions while respecting the rights, fundamental freedoms, and dignity of the individual. Data Controller: Villa Sant'Elia S.r.l., with registered office at Via E. Bucciarelli 30, 88100 Catanzaro (CZ), represented by its Legal Representative, Umberto Catanzariti (Tel: 0961/358469). DPO: Avv. Emanuela Altiglia (Email: [privacy@villasanteliasrl.it](mailto:privacy@villasanteliasrl.it)).

## **STAFF TRAINING**

In order to ensure that personnel performing tasks affecting service quality are fully competent in their respective fields, the Organization periodically conducts training, instruction, and assessment activities.

## **LEAVE OF ABSENCE (PERMITS)**

Regarding residential services, and subject to the approval of the Physician in Charge, temporary leave may be granted for justified reasons to leave the Clinic. A permit may be requested via specific forms by the resident, their designated contact person, or a family member authorized during the admission process.

## **DISCHARGE PROCEDURE**

Once the discharge date is set, family members are promptly notified to ensure the resident's departure is properly organized. At the time of discharge: A discharge summary is provided, which succinctly includes all information regarding the stay and instructions for any treatments to be continued at home. In case of hospital transfer: A transfer form is provided containing personal data, the reason for the transfer, emergency treatments administered, routine therapy, health record data, and telephone contacts for further clarification. Departure Checklist: Before leaving the room, residents must collect all personal clinical documentation submitted upon admission, take all personal belongings, and complete the administrative discharge procedures at the admissions office. Discharge Against Medical Advice (AMA): If a user requests to be discharged against the advice of the medical staff, they are required to sign the Medical Record and the voluntary discharge form. Residents must arrange their own transportation for their return home.

## **REQUESTING MEDICAL RECORDS**

Upon discharge, a photocopy of the Medical Record (Cartella Clinica) may be requested from the Medical Director's Office. Within seven days of the request, the medical record can:

- be collected in person by the resident;
- be collected by a proxy with written authorization (provided they present a photocopy of the delegator's ID);
- Delegator's ID;
- By mail

## **STAFF TRAINING AND DEVELOPMENT STRATEGY**

The Nursing and Rehabilitation Home develops training and information plans aimed at improving the multiple operational aspects of the facility through the following objectives:

- Promote and consolidate organizational changes within the facility.
- Improve the quality of response to the residents' care needs.
- Anticipate evolving care needs by ensuring staff develop skills to manage new or more complex health requirements.
- Develop professional capabilities by valuing staff experience and integrating successful care practices into daily routines as shared knowledge.
- Build tools for dialogue with other professionals in the team, particularly within the medical area.
- Encourage an approach to problem-solving characterized by curiosity, innovation, and continuous review of daily practices in relation to evolving knowledge and user needs.
- Foster individual talents and interests to build a widespread culture of competence throughout the facility onboard new staff by ensuring adequate training for care activities, organizational needs, and integration into the team.
- Enhance staff motivation and their sense of belonging to the organization.

## **HACCP**

(Hazard Analysis and Critical Control Points for Food Production)  
The Nursing Home has implemented the provisions of Legislative Decree 155/97 by drafting a reference manual and establishing a "process control" system. This system identifies potential risks during food handling to ensure maximum safety.

## **COMPLIANCE WITH LEGISLATIVE DECREE 81/2008 (Health and Safety at Work)**

The Nursing Home has complied with the obligations set forth in the legislative decree concerning the health and safety of workers and residents within the facility. To this end, an appropriate Emergency Plan has been established and implemented.



## TYPICAL DAILY ROUTINE

### 7:15 AM – PERSONAL CARE & BREAKFAST

Between 7:15 AM and 9:30 AM, residents receive assistance with personal hygiene based on their individual needs, followed by breakfast.

### 9:30 AM – VARIOUS ACTIVITIES (Medical, Recreational, Personal, etc.)

The morning is spent in the common room or outdoors, weather permitting. Residents engage in animation activities organized by professional educators. In addition to recreational and socialization initiatives, staff focus on stimulating mobility and Activities of Daily Living (ADLs). Physiotherapy services are also active throughout the morning. Residents are guaranteed medical, nursing, psychological, and rehabilitative care.

### 12:00 PM – LUNCH

Lunch is served at 12:00 PM in the dining hall, where residents are assisted by the designated staff.

### 1:00 PM – 6:00 PM – AFTERNOON REST, FAMILY VISITS & VARIOUS ACTIVITIES

From 1:30 PM to 3:00 PM, residents are accompanied to their rooms for an afternoon rest or may remain in the common room. The afternoon is the most frequent time for family visits and offers opportunities for walks, including outside the facility. Educational activities in the common room continue to be organized during this time.

### 6:00 PM – DINNER

Dinner is served in the dining hall, followed by a period of relaxation (TV, animation). From 8:00 PM onwards, residents are assisted in preparing for the night in their rooms.



## **Villa Sant'Elia**

Assisted Living Facility

**Management:** Villa Sant'Elia S.r.l.

**Location:** Situated in a panoramic, hilly area in the municipality of Marcellinara, it is 20 km from Lamezia Terme and 15 km from Catanzaro.

**Accommodations:** Single or double rooms with private bathrooms.

**Medical Staff:** Geriatrician, Physiatrist, Neurologist, Internist.

**Rehabilitative Activities:** Gym, Physiokinesitherapy.

**Services Offered:** Pharmacy, transportation (minibus, car, ambulance), hairdresser, podiatry, religious services.

**Admission Procedures:** To facilitate the process and receive updated information, it is recommended to contact the Information Office.

**Info:** Tel 0961 996168 - [info@villasanteliasrl.it](mailto:info@villasanteliasrl.it)



## **Villa Sant'Elia S.r.l.**

**Head office:**

Via E. Buccarelli,30  
88100 Catanzaro (CZ)  
Tel. 00961 358469

E-Mail: [info@villasanteliasrl.it](mailto:info@villasanteliasrl.it)

**Operational Headquarters:**

Via Carlo Alberto Dalla Chiesa  
88044 Marcellinara(CZ)  
Tel. 0961 996168