

services charter

Nursing home

*“Old age is
a flight of small
cheeping birds”*

NCL Nursing Home Neurological Centre of Latium

The **Charter of Services of NCL Nursing Home** is a tool to promote dialogue between the Institute and citizens. A dynamic document, regularly updated, aimed at informing people, improving quality, transparency and humanization of the services provided by the structure.

The information contained in this document is updated in February 2019. After that date, it is possible that changes will be made to regulations, services or times.

The Charter of Services is available at the front desk.

The purpose of this **Service Charter** is to explain, in a clear and concise manner, our Institute and its activities, in order to let citizens know it better, consequently making more clear and accessible our services, easier the stay, more guaranteed the rights, clearer the duties of the personnel towards them.

The document, conceived as **a dynamic tool for a dialogue between the Nursing Home and its patients**, is regularly updated, aimed at informing people, improving quality, transparency and humanization of the services provided by the structure. It will also dutifully follow the changes, in terms of diagnosis, treatment and rehabilitation, brought by the progress in neuroscience.

With the Charter of Services, we intend to seal an **“alliance with the people”**: a **“pact”** in which Clinic and patients decide to fully commit themselves to a fundamental objective: to improve the performance of N.C.L. and, therefore, the quality of life of those who need it.

Medical Director
Dr. Ferdinando RAVALLESE



References of regulations for the Service charter

- Law of 7 August 1990, n. 241 "New rules on administrative procedure and right of access to administrative documents" which set new rules for relations between citizens and administrations.
- Decree of the President of the Republic November 28, 1990, n. 384.
- Ministry of Health Circular 100 / SCPS / 35697 of 31 October 1991 "Initiatives for the implementation in the National Health Service of the norms contained in the law of 7 August 1990, n. 241, aimed at improving relations between the Public Administration and citizens "
- Legislative Decree 30 December 1992 n. 502 "Reorganization of the health discipline, pursuant to art. 1 of the law of 23 October 1992, n. 421 and subsequent modifications and additions"
- Directive of the President of the Council of Ministers 27 January 1994 "Principles on the provision of public services"
- Directive of the President of the Council of Ministers 11 October 1994 "Directive on the principles for the establishment and functioning of the public relations offices pursuant to art. 12 of the legislative decree 3 February 1993, n. 29 and subsequent corrective provisions"
- Decree of the President of the Council of Ministers 19 May 1995 "General outline of the Charter of Public Health Services"
- Guideline n. 2/95 "Implementation of the Charter of services in the national health system"
- Law of 11 July 1995, n. 273 "Conversion into law with modifications of the decree 12 May 1995 n. 163, containing urgent measures for simplification of administrative procedures and for the improvement of efficiency in public administrations"
- Legislative Decree 30 July 1999, n. 286 "Reorganization and enhancement of mechanisms and tools for monitoring and evaluating costs, returns and results of activities carried out by public administrations in accordance with Article 11 of Law 15 March 1997, n. 59 "
- Legislative Decree 150/2009 "Implementation of the law 4 March 2009, n. 15 on the optimization of the productivity of public work and the efficiency and transparency of public administrations"
- Legislative Decree 150/2009 "Implementation of the law March 4, 2009, n. 15"
- Resolution no. 88/2010 "Guidelines for the definition of quality standards" - the four fundamental dimensions of quality for which each public service must guarantee standards: accessibility, timeliness, transparency, effectiveness and, with resolution no. 105/2010, "Guidelines for the preparation of the triennial program for transparency and integrity"
- Resolution no. 3/2012
- Law n.190 / 2012 "Provisions for the prevention and repression of corruption and illegality in public administration"
- Legislative Decree No. 33/2013 "Reorganization of the regulations concerning the obligations of publicity, transparency and dissemination of information"
- Decree of the Specially Appointed Commissioner 7 november 2017, n U00469 – Regione Lazio

“Inside every old person
is a young person
wondering what happened”

—T. PRATCHETT—



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presentation

nursing home

section



Nursing home Neurological Centre of Latium

In the Nursing Home module, activated in 2013 at the NCL Institute of Neurosciences, 20 non self-sufficient elderly are hosted. Recipients of the services are elderly, both self-sufficient and partially self-sufficient, residing in the Lazio Region. Within the limits of the available places, elderly people residing in other Italian Municipalities, refugees and foreigners can be accepted.

In particular, the Nursing Home aims at hosting elderly people who are in a state of limited physical autonomy and / or social isolation, requiring direct assistance in performing daily activities as well as relational support.

Our Nursing Home offers an adequate and comfortable quality of life and level of assistance through a concept of personal care centered on new stimuli and interests, while fully respecting individual personalities and taking into account the limits deriving from health conditions.

All the services are organized in order to allow the Guests to keep alive the sense of their own personality, making them active participants in the life of the structures, avoiding any form of maladjustment and marginalization.

Medical director
Ferdinando RAVALLESE

Case Manager
G. FORTUNELLI



Basic principles

Guests are guaranteed:

- Respect for human dignity and personal freedom, privacy, individuality and religious faith.
- Continuity of social relationships, allowing the guests, according to their psychophysical conditions, freedom of movement within and outside the Nursing Home
- Socialization activities within the Structure, also with the help of the voluntary associations operating in the area
- Global socio-sanitary intervention through the interaction of all the operators
- Family involvement in the recovery plan

Contacts

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information

useful information for
patients and their families

section



Access to the Nursing home Information

Access to the Nursing Home is regulated by the Multidisciplinary Evaluation Units of the district CAD (Home Care Centers).

The access proposal starts with a "Request for Hospitality in RSA" form filled out in each section, accompanied by the "Single Activation Form" by his/her General Practitioner, or Hospital Doctor in case the patient is hospitalized.

The preliminary investigation provides for the acquisition of the ISE - ISEE substitute declaration obtained by the user from his own municipality or from a recognized CAF. For Nursing Homes, a "user fee" is proportional to the economic situation of the patient and his/her family. The daily fee charged to the user is calculated on the basis of the "equivalent economic situation indicator" (ISEE).

At the time of admission, whose schedule must be agreed with NCL administrative offices, the following documents must be filed to the Administration:

- Informed consent
- Authorization to process personal data
- Identity document
- Tax code
- ISEE certification and health insurance card
- Registration card for the Regional Health Service (choice of the General Practitioner)
- Exemption card (if recognized)
- Invalidity report (if recognized)
- Photocopy of any civil status certificate or receipt of the request for Civil Invalidity
- Full medical documentation allowing reconstruction of patient's medical history

Medical and paramedical staff

- Current therapies

It is also necessary to report if the guest uses prostheses and / or health aids (diapers, wheelchair, walker, etc.) in order to provide or requesting the relative supply.

Upon admission the guest is assigned a room according to the needs expressed by the guest and/ or found by the structure. NCL Nursing Home reserves the right to modify the assigned room in consideration of modifications of the care needs, character incompatibility with roommates, logistic needs.

Assistance is provided through the following professional figures:

- **Health Manager:** is the responsible doctor in possession of legal requirements, he/she has the responsibility for health care and psycho-physical conditions of the guests
- **The Nursing Manager / Case Manager:** is a nurse responsible for organizational and hotel management
- **Professional Nurses:** in charge of administering the therapy and assisting doctors
- **Rehabilitation Therapists:** physiotherapists, professional educators and occupational therapists in charge of psycho-physical rehabilitation of the guests
- **Psychologist**
- **Social worker**
- **Social-healthcare** workers with specific personal assistance tasks
- **Care support workers**



User protection

Guests are granted:

- **Human dignity**
- **Personalized assistance** on the basis of guest's specific needs
- **Equality and impartiality:** Services are provided according to the same rules for all, without distinction of sex, race, language, social class, religion, political opinions
- **Continuity:** Services are provided on a regular basis with no interruptions, according to the operating procedures defined by national and regional laws and regulations
- **Appropriateness:** The services are considered appropriate when they are, at the same time: relevant to the needs of patients, to circumstances and places; valid from a technical and scientific point of view; acceptable to users and operators
- **Effectiveness and Efficiency:** effectiveness is the ability to achieve objectives; efficiency is the ability to obtain the best possible results on the basis of available resources. Objectives that are strongly pursued by the structure and its staff
- **Importance of human relationship:** the staff is deeply committed to create a family atmosphere, individualizing guests' needs, ensuring professionalism and competence, enhancing interpersonal relationships, guaranteeing adequate health education to the user and his family
- **Religious assistance:** spiritual assistance is provided to guests according to their religious belief. Catholic guests are assisted by a priest present at least once a week and at any time upon request. Guests of different faiths should request appropriate assistance to the Administration indicating the name and address of the chosen assistant.



VISITING HOURS

On weekdays and holidays, relatives are free to visit their loved ones from 11.30 am to 1.00 pm and from 4.00 pm to 7.00 pm. Any visit outside the scheduled time must be authorized by the shift head in the ward. It is not allowed to stay in the rooms while medical examinations or assistance interventions of the staff are underway, and during night hours. In exceptional cases (aggravation of the guest's state of health) Management may authorize the presence of a family member at night.

VOLUNTEER ORGANIZATIONS

Animation / volunteering activities aim to facilitate socialization and integration, reduce aggressive behaviors, improve quality of life, support automatic movements, support relationships and therefore, in synthesis, contribute to preserving and expanding interests, skills and social relations. Volunteer organizations can access the facility as long as they have been authorized in advance by the Management, which verifies the names and type of activities they plan to carry out. Volunteers must be identifiable by specific cards issued by their association, wearred in a visible manner. The voluntary service does not in any way oblige the Company to make financial commitments, and in any case the volunteers will have to present their own insurance which will indemnify the structure. Volunteers must refrain from any action damaging the organization and regular functioning of the Nursing Home.

RELATIONSHIP WITH THE NURSING HOME

Administrative Offices are open to the public from Monday to Friday from 8:00 am to 8:00 pm. It is also possible to contact the Administration through the landline number +39 06 763741.

The ward is available to family members on Thursday from 2:00 pm to 4:00 pm.

The Doctor in charge receives on Thursday from 2:00 pm to 4:00 pm. Other days or time must to be agreed upon.

General Practitioners are available to family members according to the scheduling of their presence in the structure, filed to the Administration

MEDICAL ASSISTANCE

The Nursing Home offers emergency medical assistance to its guest 24 hours a day through internal medical service. Personal medical assistance is entrusted to General Practitioners.

GENERAL MEDICAL SERVICES

General medical services are provided by the patient's physician (general practitioner) within the limits and under the conditions provided for citizens, within the framework of the National health service. It is therefore necessary that each guest receives the assistance from his own GP for medical prescriptions.

For guests who are not residents of the city, if distance does not allow effective assistance from their primary care physician, it is necessary to appoint a temporary one at the local AUSL offices filing the following

documents:

- Declaration of admission issued by the Nursing Home Administration
- Regional Health Service registration card
- Photocopy of an identity document

DISCHARGE

Discharge from the Nursing Home can take place at any time by the will of the guest or his family members. They must be notified, in writing, with 15 days' notice, to the Administration that will process the file. For patients admitted to the private ward, discharging from the RSA for any reason whatsoever grants the right of the guest and his family members to obtain reimbursement of unused fee. The Nursing Home management may, for very serious reasons, request the resignation of the guest

FEE

The hospitalization fee in the Nursing Home is fixed and regulated by the provisions of the Lazio Region (DGR 98/07 and subsequent additions and amendments). It can be paid at the Administrative Offices or by bank transfer according to the indications provided by the interested party. The fee does not include drugs, laundry service for personal clothing and costs for extra services (hair care, podiatrist, etc.). The choice must be submitted to the administrative offices, in writing, by the specific form, upon admission or later.

It is possible to change the choice about extra services at any time by submitting a new form at the Reception. Any changes and revocations will go into effect from the month following the request.

GUEST RULES OF CONDUCT

Guests are required to behave responsibly, inside the structure and during activities and initiatives promoted by the facility, respecting and understanding the rights of other guests and of the employees. They are also required to respect the rooms and common areas, including furnishings and equipments. In order to establish a cordial cohabitation, guests are also required to avoid any behavior that could cause disturbance or inconvenience to others (noises, lights, televisions or radios at high volume, shouts, etc.).

It is forbidden to:

- bring animals into the facility
- wash clothes in the bathroom of the room
- throw objects out the windows
- hang out the laundry outside the windows
- install heating, cooking or refrigeration appliances in the rooms
- keep in-room beverages, food and comfort items not authorized by personnel
- smoke, with the exception of places where it is expressly permitted

Guests are allowed to keep radios or music and/or image reproduction equipment in their room, but they must use them at appropriate times and volumes so to not disturb other guests. Use of headphones is recommended.

ORGANIZATION OF THE DAY

7:00 am to 8:30 am wake up and personal hygiene;

8:30 am-9:00 am breakfast;

09:00 am-12:00 pm rehabilitation, occupational therapies on scheduled days, free time activities with employees, voluntary associations, etc.;

12: 00-13:30 lunch;

13: 30-15:00 bed rest;

15: 00-18:00 occupational therapy on scheduled days or free time activities;

6:00 pm to 7:00 pm dinner;

19: 00-20:30 bed accommodation for non-self sufficient people.

At 10:00 and 16:00, guests are served tea and / or fruit. In all departments of the Nursing Home, personnel can put to bed non-self-sufficient guests who request it or guest for whom a specific indication by family members or GP is provided.

Rehabilitation and occupational therapies are carried out, in the morning and in the afternoon, according to the personalized neurological and motor recovery program.

VALUABLES AND MONEY

Guests are asked not to bring valuable objects and/or money. The Management cannot be held responsible for for any loss or damage of valuables.



PRIVATE ASSISTANCE The Nursing Home guarantees complete assistance to its guests. Nevertheless, in case of particular needs, the guest or his/her family members may consider the intervention of external personnel. The Management can grant the authorization under the following conditions:

- written request from the guest or his/her family members explaining the type of assistance that will be carried out and the scheduling. Requests must include a responsibility disclaimer and the designated person must have adequate insurance coverage
- the external assistant must follow all the indications provided by the Medical Management in order to coordinate his activities with the staff.
- In no case the activity of the external assistant shall hinder the Nursing Home work program. The search for such personnel and the entire definition of the relationship (time and pay) are the sole responsibility of the guest or family members.

TEMPORARY ABSENCE

In case of hospitalization, the Nursing Home will keep guest's place up to a maximum of ten days. After this deadline, the guest is given priority to return subject to authorization by the competent local AUSL office. In this case, the portion of the fee paid by the AUSL is suspended for the duration of the hospitalization, while the user and the municipality of residence continue to pay their own part for the duration of the hospitalization. Guests have the right to leave the Nursing Home for family re-entry for a maximum period of ten days a year, even if not continuous.

COMMUNICATIONS AND COMPLAINTS

Guests or family members can submit suggestions or file complaints regarding the functioning of the department. The Management undertakes to reply within 15 working days after reception. Moreover, all the guests receive a satisfaction questionnaire.

DATA MANAGEMENT

The Nursing Home retains and uses data relating to guests in compliance with rules of sensitive data processing (L: 675/96). Regarding the privacy, it refers to EU Regulation 679/2016 transposed to Legislative Decree 101 of 09/10/2018.

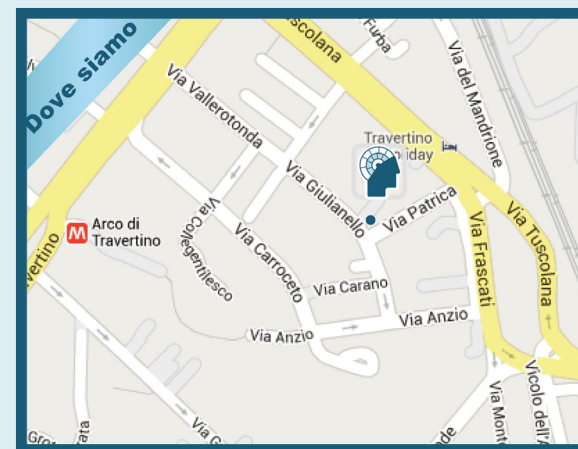


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HOW TO REACH US



By bus (Arco di Travertino terminus)

Lines 85 from piazza San Silvestro
765 from piazzale dell'Agricoltura
671 from piazzale Pier Luigi Nervi
657 from piazza Cavalieri del Lavoro
409 from piazzale della Stazione Tiburtina

By metro (from Termini station)

Metro A, direction Anagnina, Arco di Travertino stop

By car (from outside Rome)

Grande Raccordo Anulare exit 23 Appia - direction "San Giovanni", drive about 8 km and turn right into via Patrica

