

CHARTER OF SERVICE

Prime Ministerial Decree 27/01/1994 - Prime Ministerial Decree 19/05/1995 – DCA 3

**CDS Rev. 0.6
of 03/10/2025**

Authorization:

Det. Reg. Lazio N. D4741 of 10/11/2004

Nulla Osta Reg. Lazio prot. N. 4A/03/29964 of 03/03/2005

RSA VILLA GAIA

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The Doctor in Charge

the Legal Representative

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PREMESSA

Dear Guest,

we greet you cordially and we hope that your arrival in this Nursing Home will take place in the best possible way and that your stay can be as peaceful and serene as possible; for our part, we can assure you of all our commitment and availability.

For this reason, we have prepared the service charter for you, with which you will have a valid tool for the protection of rights and also a tool to help us improve the efficiency and quality of the services we offer you.

Please read carefully this charter of services which illustrates the various aspects of the life of our community.

In particular, we would like to remind you that at the time of inclusion of the register indicated above, the administration, well aware of the commitments for the quality of the service already present, intends to underline the commitment to pursue the objectives set themselves and to improve them continuously.

The information you will find will be useful for you to learn more about the services offered by our facility, to better stay there and to understand how you too can facilitate the work of social and health workers.

To this end, we invite you to fill in, anonymously, the questionnaire on the "Degree of User Satisfaction" that will be periodically given to you by the secretarial staff. You will then be able to express your opinion and submit your comments on the services offered. All your indications will be taken into consideration to meet, as completely as possible, the expectations and needs of our guests.

In addition, to report malfunctions or complaints you can contact the Administration, while for any need or information you can contact the staff on duty identifiable by the identification card.

We are sure that we can count on your cooperation Cordially

The Management

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What is the Service Charter

The Service Charter is a document in which the user finds:

- the presentation of the provider and the declaration of its institutional purposes and the fundamental principles to which the body intends to align the provision of services;
- useful information to easily use the benefits and services of the Provider;
- the presentation, in the form of quality standards and programmatic commitments, of the objectives that the Authority intends to achieve;
- the ways in which the protection of the citizen user with respect to inefficiencies is ensured;
- the methods for verifying the commitments undertaken by the disbursing body.

The Service Charter is a tool for the protection of the rights of the citizen-user and allows both the providers and the users to direct the activity of the services.

The Service Charter is a form of commitment to citizens-users and a powerful tool for internal management and involvement of professional operators on the objectives of improving performance and service.

The Service Charter is the dynamic summary, periodically updated, of what the provider is able to offer and what it wants to be in the immediate future.

The Service Charter of the VILLA GAIA NURSING HOME

With the Service Charter, the **VILLA GAIA NURSING HOME** provides the user (guest and his family) with a suitable tool to clearly know the social and health services offered and to be informed about the entire general organization of the same structure.

The Management of the **RSA VILLA GAIA**, through the charter of services, intends to give correct "publicity" of what is offered and guaranteed to its guests.

The Service Charter highlights not only the nature and quality of the services that the staff of the **VILLA GAIA NURSING HOME** is able to offer but also the objectives and goals that the structure intends to achieve.

All the staff of the **VILLA GAIA NURSING HOME** works to ensure that their activities are in tune with the needs of the guest, with a view to the progressive evolution of the services provided, also based on the suggestions and advice of the individual guest.

The Service Charter is therefore to be interpreted in a dynamic key, the Management of the **VILLA GAIA NURSING HOME** undertakes to update it annually.

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What is the Nursing Home RSA VILLA GAIA

SEZIONE PRIMA

Presentazione della struttura e principi fondamentali

1) Presentation of the Reference Unit

The Italclinica Group, with registered office in Rome, Corso Vittorio Emanuele II, 87, operates in the context of private healthcare and accredited with the National Health Service at national level in the field of acute and post-acute diseases and in the field of assisted living; it boasts a total presence of about 1000 beds.

The Group includes two nursing homes, one in Bologna and one in Gravedona (CO), and five nursing homes, two in Veneto and three in Lazio.

Although we do not want to incur in forms of self-celebration, but for the sole purpose of highlighting the degree of experience that the Italclinica Group boasts in the sector, we would like to emphasize that one of the Group's partners is one of the founders of Italian private healthcare.

Italclinica Srl was established in June 1995. Italclinica Srl, in addition to being the holding company of the Italclinica Group, is the company that manages the two RSAs Casa dei SS. Angeli Custodi and Villa Gaia, respectively with 100 and 70 beds, both located in Nettuno (RM).

In September 1996 the RSA - Casa dei SS. Angeli Custodi - located in Nettuno in Via Gramsci, 65 was acquired by the company Italclinica S.r.l. with the aim of continuing and improving the previous management of the Sisters Adorers of the Blessed Sacrament.

The House of the Holy Guardian Angels has 100 beds.

The continuous growing territorial demand for greater assistance to the elderly and the now consolidated experience gained in the management of nursing homes has led the company Italclinica S.r.l. to become more involved in Lazio, expanding and opening in January 2006 a new RSA called **VILLA GAIA**, also located in Nettuno a short distance from the RSA Casa dei SS. Angeli Custodi.

Well aware of the needs and fears of both the elderly and their families, among the declared objectives that the company Italclinica S.r.l. intends to pursue in offering its services in the field of assisted residential care to the elderly are:

- promote a culture of quality of life that translates into a continuous enhancement of the person's residual abilities;
- to recognize the right of the person to his or her autonomy, to respect for his or her choices, to family and social relationships, to the zest for life.

2) Presentation of the structure and recipients

The **"VILLA GAIA" NURSING HOME** is a high-level collective residence, intended to accommodate both female and male people, in possession of residence in one of the municipalities of the Lazio Region. The residence is structured to accommodate guests with pathologies related to the area of senescence and, therefore, people

with temporary, total or prevalent limitation of their self-sufficiency, with particular regard to people suffering from chronic diseases.

In order to ensure continuity of treatment, the facility offers outpatient services in the field of geriatrics and rehabilitation, using services and equipment.

The organization of the **"VILLA GAIA" NURSING HOME** is such as to ensure respect for personal dignity and freedom, privacy, individuality and religious convictions.

For the purpose of continuity of social relationships and social life, the guest is allowed, compatibly with his psycho-physical conditions, freedom of movement even outside the structure.

Socialization, outside the structure, is particularly taken care of, also with the contribution of voluntary associations existing in the area.

The participation and responsibility of the family in the guest's recovery plan is envisaged, also involving voluntary organizations and those who, even outside of family relationships, entertain emotional relationships with the guest.

3) *Presentation of the territorial context*

The **VILLA GAIA NURSING HOME** is located in Nettuno, a municipality in the south-west area of the province of Rome, about 50 km from the Lazio capital.
The property is located near the historic center near the sea.

4) *Fundamental principles*

The provision of the services offered by the **VILLA GAIA NURSING HOME** is carried out in compliance with the principles listed below.

4.1. **Equality**

The **VILLA GAIA NURSING HOME** undertakes to provide services in compliance with the same rules for everyone without distinction of sex, nationality, religion, economic and social conditions (level of education, political opinion, etc.).

The staff of the **VILLA GAIA NURSING HOME** considers the individual as a "person", to whom they offer the social assistance they need, aware of carrying out a "vital" service that as such must be provided to all those who need it, without discrimination of any kind.

4.2. **Impartiality**

All operators of the **VILLA GAIA NURSING HOME** are committed to carrying out their activities in an impartial, objective and neutral manner towards all users.

4.3. **Continuity**

All the services carried out by the staff of the **VILLA GAIA NURSING HOME** are provided continuously, regularly and without interruption.

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4.4. Humanity

The central attention of the operators of the **VILLA GAIA NURSING HOME** is placed on the person in full respect of his dignity, whatever his physical or mental, cultural or social conditions.

The operators address users with courtesy, education, respect and maximum availability.

4.5. Participation

Participation in the services offered by **the VILLA GAIA NURSING HOME** is guaranteed to the user (guest or family member) both through his direct intervention (formulation of proposals or suggestions to improve the service) and through the associations of Volunteering and Protection of Citizens' Rights.

The Management of the **VILLA GAIA NURSING HOME** undertakes to give timely feedback to the user on the reports and proposals formulated.

Annually, the Management examines the user's evaluations of the quality of the service provided.

4.6. Effectiveness and efficiency

At the **RSA VILLA GAIA**, the available resources are used in a rational and prudent way in order to produce the maximum possible results both in terms of user satisfaction and staff gratification.

The Management of the **VILLA GAIA NURSING HOME** undertakes to adopt suitable measures to achieve these objectives.

The Management of the **VILLA GAIA NURSING HOME** guarantees users the following functions:

- **Information**
- **Reception**
- **Guardianship**
- **Participation**

These functions are ensured by the Administrative Director through the Administrative Offices

The activity is also aimed at the outside (in providing information to users), but above all internally (for the evaluation of the efficiency and effectiveness of the services).

Information

The function relating to information is carried out by the Physician in Charge or his delegate.

This function ensures the user (Guest or his/her Family Member) full knowledge of the performances, activities and services offered by **the RSA VILLA GAIA**.

Reception

The reception inside the **VILLA GAIA NURSING HOME** is carried out by nursing staff and social and health workers.

The aforementioned staff ensures that the user is adequately welcomed inside the structure 24 hours a day. He is able to establish a relationship with the user that limits his discomfort and enables him to express his needs, to listen and understand his expectations and needs. It is able to take care of the reception of the user at any time of the day.

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Guardianship

The function relating to the protection of the user is carried out through the following tools:

- The Administrative Director who activates the initiatives aimed at overcoming any inefficiencies, receives the complaints and ensures that they are transmitted to the General Management for the decision on the merits. (Form for reporting complaints)
- Procedures for accepting and defining reports and complaints (Procedure PS 8.2.1 GSAT)

Participation

The General Management of the **VILLA GAIA NURSING HOME** intends to activate a system of initiatives aimed at encouraging interaction between the Institution itself and users; it also encourages the presence and activity of Voluntary Organizations and the Protection of Users' Rights within its structure.

The function of participation is carried out through the following methods:

- provision of adequate spaces for Voluntary and Protection Associations;
- preparation of operational projects to facilitate the adaptation of the structure and the services provided to the needs of the user;
- periodic surveys of the user's satisfaction with the services;
- constitution of the Participation Committee;
- joint examination during the meetings of the Committee of the reports and complaints proposed by the user with the Voluntary Associations;
- publication of the periodic report on the data collected on information, complaints and suggestions.

5) Respect for the Charter of Human Rights

The Management of the **RSA VILLA GAIA**, in signing the Agreement with the ASL RM 6, undertook to adopt the "Charter of Patients' Rights" summarized below.

Right to life

Each person must receive timely, necessary, appropriate assistance for the satisfaction of basic needs for life (nutrition, hydration, ventilation, hygiene, environmental protection, movement, evacuation, rest, sleep, communication, etc.).

Right to care and assistance

Each person must be treated in science and conscience and with respect for his or her wishes.

Right of defence

Every person in psycho-physical conditions of disadvantage must be defended from speculation and/or deception and damage deriving from the surrounding environment.

Right to prevention

Each person must be ensured, as far as possible, activities, tools, health aids, information to prevent deterioration and/or damage to health and autonomy.

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Right to speak and to be heard

Each person must be listened to and his or her requests must be accepted as far as possible.

Right to information

Each person must be informed about the procedures and motivations that support the interventions to which he or she is subjected.

Right to participate

Each person must be able to participate in decision-making that concerns himself (based on his or her cognitive abilities).

Right of acceptance

Each person must be accepted as an individual bearer of value and not of label.

Right to criticism

Each person can freely express his thoughts and criticism concerning the activities and provisions that concern him.

Right to respect and modesty

Each person must be called by his or her first and last name and his or her privacy and the concept of modesty must be respected.

Right to confidentiality

Everyone has the right to respect for the secrecy of personal information by those who directly or indirectly provide assistance, also in accordance with the provisions of Law 196/03 and subsequent amendments.

Right of thought and religion

Each person must be able to express his or her philosophical, social and political ideologies and practice his or her own religious confession.

SEZIONE SECONDA

Informazioni sulla struttura e i servizi erogati

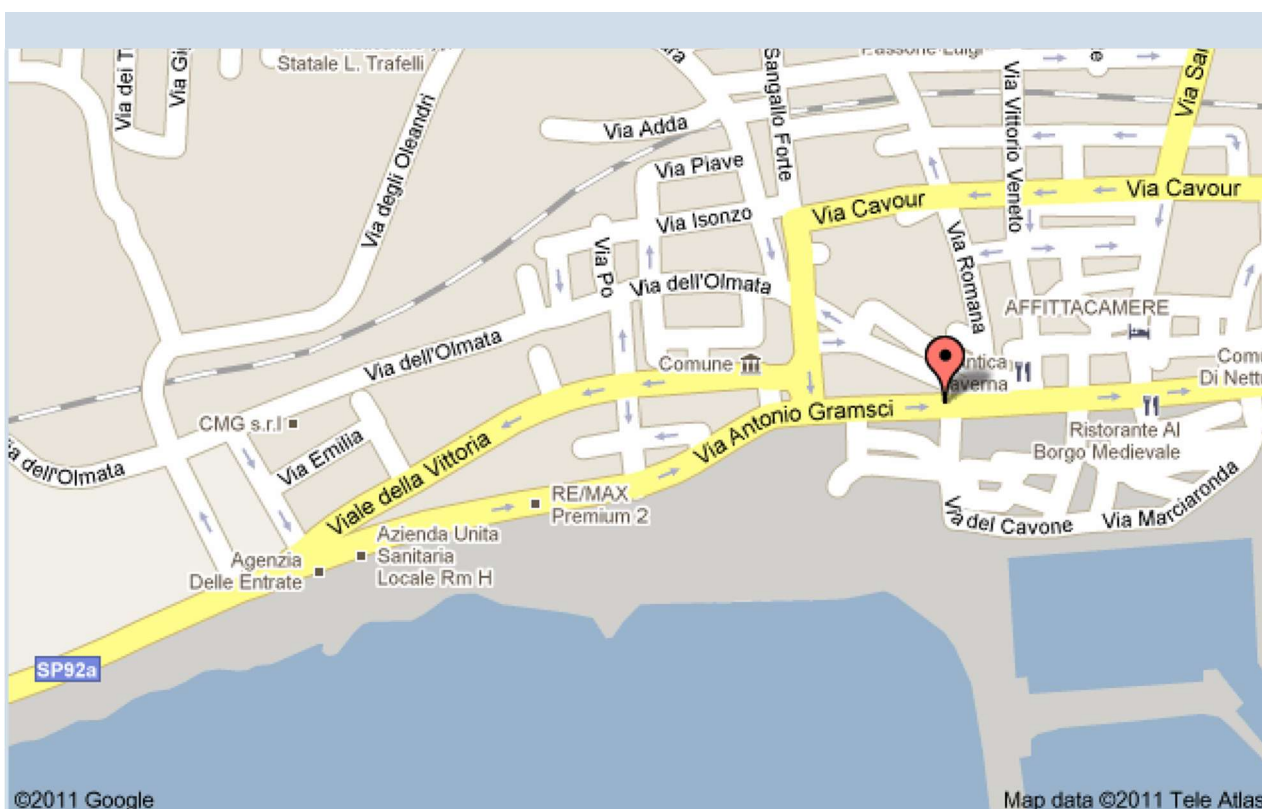
1) How to reach the structure

The **VILLA GAIA NURSING HOME** is located in via Antonio Gramsci, 77 in Nettuno, about 50 km from the Lazio capital.

Private transportation service

The **VILLA GAIA NURSING HOME** can be easily reached by private transport. It is located about 2 km from the regional road 207 Nettunense. In addition, the railway station is located near the structure and buses of the Nettuno and regional transport company pass.

Via Antonio Gramsci, 77, 00048 Nettuno RM



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2) Organizational methods

The **"VILLA GAIA" NURSING HOME** employs staff with the professionalism and in the number required by regional legislation.

The employment contract applied is the one provided for by current legislation.

Health care responsibility is entrusted to the Physician in Charge who avails himself, in his work, of the contribution of the nurse manager.

The doctor takes care of the drafting of the therapeutic program and provides for its periodic updating.

Salient features of the organizational model implemented at the **VILLA GAIA NURSING HOME**:

- Organization of the day, according to a temporal scan, as close as possible to family habits and not to hospital habits.
- Presence, for each guest, of a medical record compiled and constantly updated by the doctor.
- Presence of an Individual Assistance Plan (PAI) for each guest.
- Teamwork methods.
- Presence of procedures for handover between operators.
- Presence of operational protocols.
- Presence of a charter of services updated annually.

3.1. Human resources

The **VILLA GAIA NURSING HOME** is administered and managed by **ITALCLINICA S.R.L.** which is part of the Italclinica Group.

The staff of **ITALCLINIC** resources is as follows:

General Management – Dr. Carla Nanni

He transfers the guidelines and Mission outlined by the Board of Directors to the structure through indications.

Administrative Management (Administrative Director) – Eng. Lorenzo Vogliotti

The Administrative Director manages, with a coordinating function, the administrative and technical activities.

Health Directorate – Dr. Massimo Musilli enrolled in the Provincial Register of Surgeons of LATINA n. 1020 – with specialization in neurology

The Physician in Charge is the physician who is entrusted by the General Management with the coordination of health care activities.

Staff

All the staff working in the structure is equipped with specific skills. The staff is composed of: doctors, psychologist, professional nurses, animators, rehabilitation therapists, occupational therapists, educators, social worker, dietitian, catering and environmental hygiene workers.

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3) Types of services provided

The **RSA VILLA GAIA** offers the following services:

- General medicine services provided by the doctor of the guest's free choice;
- Specialist services, provided by specialist doctors indicated by the ASL;
- Pharmaceutical services, based on the prescriptions of the doctor of free choice;
- Nursing services, including, in addition to normal routine services (injection therapy, drips, blood samples), the control of therapeutic services, the prevention of infections and falls, the early identification of any changes in the state of physical health and functional impairment, the timely activation of the necessary interventions by other competent operators. These services are provided by employees of the residence;
- Rehabilitation services aimed at preventing the involutionary effects of stabilized damage, with particular regard to the re-education of the guest to carry out common daily activities as well as psychosocial rehabilitation, including through occupational therapy. These services are provided by physiotherapists employed by the residence;
- Dietary advice and control including both general and specific interventions on the diets of individual guests, a specific menu is possible for individual guests. These services are provided by a dietician present at the residence;
- Psychological support services provided by the psychologist of the structure, psychological techniques of orientation and reactivation for subjects with mental deterioration, including senile. Verification of the implementation of the individual therapeutic project, provided by the doctor in charge, a psychologist, professional nurses, a social worker, professional educators, physiotherapists and voluntary associations;
- Speech therapy counseling which includes an assessment of dysphagia, rehabilitation interventions on the person with swallowing problems and language disorders (dysarthria, aphasia and dysphagia);
- Personal help and protective assistance services consisting of helping the guest for the hygiene and care of his or her person and the environment, provided by technical assistance operators, physiotherapists, professional nurses employed by the residence;
- Immobilization syndrome prevention services for people who are totally not self-sufficient, with a reduction in time spent in bed by planning an adequate "mobilization", provided by professional nurses, physiotherapists and technical assistance operators employed by the residence;
- Hotel-type services including accommodation, food and general services;
- Activities of animation, occupational therapy, recreation, integration and connection with the family and social environment of origin, especially through ergotherapy, recreational activities, systematic meetings with family and friends as well as activation of social secretariat techniques, using the contribution of voluntary associations;
- Personal care services, such as hairdressing, at the request of guests and at their expense;
- Religious and spiritual assistance.

3.1. Health care (medical, nursing, rehabilitative)

Medical assistance

Medical assistance is guaranteed through the presence of the doctor in charge, his assistant and the general practitioner who, among other things, perform the following services:

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- general medicine visit and/or check-up;
- prescription of drugs where relevant, rehabilitation activities, personalized diets;
- request for specialist visits;
- proposals for hospitalization.

The Doctor in Charge and his Assistant are present in the facility from Monday to Saturday and office hours are available at the switchboard.

General practitioners are present according to ASL regulations or guest needs.

Medical assistance is also guaranteed during the night, on public holidays or for urgent situations through the emergency medical service.

Nursing

Nursing care is guaranteed 24 hours a day, every day of the year. The nursing staff performs the following services:

- administration of drugs following a medical prescription;
- Dressings;
- monitoring of the health status of the guests.

Rehabilitation activities

The rehabilitation activity is ensured through the presence of the therapist who performs the following services:

- Passive mobilization to limit the damage related to immobility;
- Circulatory massage therapy to limit disorders related to circulatory problems;
- Active gymnastics (when the guest is able to perform movements without the aid of the operator) and passive gymnastics (when the guest needs the help of the operator to perform certain movements).

This activity is provided both in the gym and in the patient rooms.

The rehabilitation therapist is present in the facility every weekday from 9 am to 5 pm.

Occupational therapy activities

Occupational therapy is guaranteed by the occupational therapist who has the task of involving guests in entertainment activities also aimed at trying to recover overall psycho-physically.

There are various entertainment activities: listening to music, individual and group singing, dancing, bingo, card and checkers games, reading newspapers, puzzles, crosswords, dictation, targeted coloring of drawings, etc.

The occupational therapy practiced also offers fine manual exercises, to maintain a certain functionality of the hands, useful for carrying out all normal daily actions.

The occupational therapist is present in the facility every weekday from 9 am to 5 pm.

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3.2 Hotel business

The **RSA VILLA GAIA** offers the following hotel-type services: concierge, catering, cleaning, laundry/ironing.

Lodge

The staff present in the reception guarantees access to the structure by visitors. The concierge is the central point of reference and information for users (guests or their families) of the structure (see also paragraph Information). Mailboxes are located at the concierge.

Entertainment

The catering service is guaranteed by the Kitchen Manager and two catering staff who carry out the activities required for the processing and preparation of food in accordance with the requirements of current legislation in order to ensure the hygienic safety and healthiness of the food served to guests. Meals are served according to the following timetable:

Orario Pasti 8,20 inizio Colazione - 12,00 inizio Pranzo – 18,15 inizio Cena
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The winter and summer menu is divided into 30 days, for each of which different dishes are planned, both for lunch and dinner. In addition, specific menus are provided for the Christmas, New Year's Eve, Easter and Ferragosto holidays. It includes traditional dishes and some novelties, all cooked in such a way as to ensure maximum digestibility and in any case, as a general rule, the food is prepared with a reduced amount of salts and condiments.

Personalized diets are provided for those guests who for various reasons cannot use the foods provided on the menu. In this case, the dietitian who collaborates with the center, upon medical prescription, will be available to provide a personalized diet.

These are the most common diets that are served:

- Low-sodium diet for people with arterial hypertension;
- Hypoglycemic diet, pasta and bread for diabetic people;
- Low-protein diet for people with high uric acid values in the blood;
- Low-fat diet for people who are overweight or have high blood cholesterol values;
- Low-calorie diet for people who have excessive body weight.

Cleaning

The cleaning and sanitation of all rooms of the structure with the exception of the living areas (patient rooms) is carried out by special staff. The cleaning and tidying up of the living rooms, furnishings and equipment of the guest is carried out by auxiliary staff and ota/oss.

Laundry/ironing room

The laundry service of personal linen is carried out by an external company. The request for the service must be submitted to the Administration. This service also includes the labeling of each garment.

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The collection and delivery of the garments are carried out by the department staff.

Transport

In order to facilitate the transport of patients (for specialist visits, diagnostic investigations, etc.), it is possible to use the Red Cross service or other transport services, by requesting information from the switchboard.

Morgue

It is possible to take advantage of the mortuary service.

The choice of the funeral home to use for the funeral is the total responsibility of the family members, in compliance with the rules governing funeral activities.

The assignment of the task to the funeral home is to be carried out only in the authorized location, or exceptionally, at the request of the interested parties, in another place, as long as it is OUTSIDE the structure (pursuant to art. 8, paragraph 4 of Regional Law 22/03 and art. 2 of Regional Regulation 6/04).

4) Religious Assistance Service

Religious services are held at the chapel in the basement of the central structure. It is planned:

- Mass on Saturdays at 10.00 a.m.
- the Mass on the occasion of the main feasts.

On the occasion of the main holidays, guests are offered the opportunity to go to confession.

For people belonging to religions other than Christianity, the RSA undertakes to find the required religious representatives, if present in the area.

5) Hairdresser/beautician/pedicure

Twice a month there is a Podiatrist in the facility, who provides the service for guests who have booked it.

The service is carried out in the specially designated room.

Every Wednesday the hairdresser is present in the structure at the specially designated room

To use these services and request information on costs, it is necessary to refer to the switchboard operator.

6) Insertion: methods and general information

Admissions and discharges are managed directly by the A.S.L. RM 6. All citizens residing in the Lazio region have the right to hospitalization.

Patients who are entitled to hospitalization, upon request with a diagnosis from the general practitioner and evaluation visit, are placed on a waiting list at the ASL which provides for placement every time a place becomes available at one of the affiliated facilities.

The patient must present with:

- Health card
- identity document
- documentation of any previous hospitalizations

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- authorization from the ASL
- telephone number of family members and acquaintances

The responsible relative who accompanies the patient carries out some formalities in administration:

- fill in the admission form and hand in some documents (or supplement them in the following days)
- the internal regulations and the charter of services are read and given to him
- is informed about some organizational aspects of daily life within the RSA.

From a health point of view, at the patient's entrance, the doctor in charge carries out a general examination and so does the nurse for the aspects of his competence. The two evaluations are recorded in the Medical Record. The structure also uses, as a tool for customizing the service to be provided, the PAI.

In the days following the patient's admission, at the request of the doctor in charge, a possible rehabilitation assessment is made by a physiotherapist and/or occupational therapist, filling in an additional form that is attached to the Medical Record.

The guest is invited not to keep valuables (such as precious objects) with him, money. The Management does not assume, in any case, responsibility in the event of theft or loss.

Also at the time of inclusion in the facility, the guest or his family members must indicate the name of the person willing to intervene in case of emergency.

7) Opening hours and methods of access

The **VILLA GAIA NURSING HOME** is open to the public (relatives and friends of guests) with the following hours.

Orario apertura al pubblico
Tutti i giorni: mattina dalle 10 alle 11,
pomeriggio dalle 15.30 alle 17.00

For any special need, the family members of the guests can attend the RSA outside visiting hours upon notification to the Administrative Director or the Doctor in Charge or his delegate.

8) Individual and group meeting arrangements with guests and family members

Each guest can receive visits from relatives and friends. However, it is necessary that these visits do not hinder the health (medical, nursing, rehabilitative) and assistance activities carried out at the **VILLA GAIA NURSING HOME** and that they do not disturb the rest of the other guests, especially if these visits take place within the protected wards (nuclei) and rooms.

Visits by children under the age of 12 are allowed to all common areas except the protected wards and individual rooms.

Inside the **VILLA GAIA NURSING HOME** there are special spaces - multipurpose room and common living room, intended for collective recreational and socialization activities available to guests and their families.

Six-monthly meetings are scheduled between the staff of the structure, the guests and their families in order to plan together the activities within the Participation Committee.

9) *Voluntary Associations*

The **VILLA GAIA NURSING HOME** guarantees the provision of adequate spaces (multipurpose room) for activities carried out by voluntary associations with specific expertise in the field of the elderly and/or people with disabilities with disabilities. The activities carried out, by *qualified animators*, are playful and cultural entertainment.

Social Worker

The services of the social worker are guaranteed, upon request by the user or his family member to the Doctor in Charge.

10) *Information*

Further detailed information on the structure, on the methods of access, on the activities and services provided are provided by the administrative offices.
The concierge is open as follows.

Orario apertura
Dal lunedì al sabato - Mattino dalle 9,00 alle 13,00
Pomeriggio dalle 15.30 alle 17.00
Telefono 06 9880824
Fax 06 6536893

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SEZIONE TERZA

Standard di qualità, impegni e programmi

1) *Quality factors and standards*

The user who has concrete experience of a particular service and/or performance is able to perceive the quality of the service offered through certain aspects (quality factors).

The management considers the following quality factors for its services:

1. Meal distribution times and methods
2. accessibility of family members and visiting hours
3. information given to the guest by the doctor on the therapeutic treatment

The Management has established a specific objective for each quality factor (Quality Standard):

1. Regularity of meal distribution times
2. frequency and respect for visiting hours
3. Comprehensive acquisition of information on therapeutic treatment

2) *Commitments and programs*

The Management undertakes to periodically monitor the quality of the services offered through appropriate questionnaires to be submitted to guests and to activate specific programs to improve the quality of the service.

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SEZIONE QUARTA

Meccanismi di tutela e di verifica

In order to make the protection of the user effective, the Management has identified the procedures to be observed for the acceptance and definition of complaints – in whatever form they are presented. The **VILLA GAIA NURSING HOME** guarantees protection for the user through procedure 7.5 – PINC Taking charge of the Guest, procedure 8.2.1 GSAT Guest satisfaction management

1) Complaints

In guaranteeing the protection function, the Management offers the user the possibility of filing a complaint following disservice, act or behavior that has denied or limited the usability of the services. Formal complaints are addressed to the Quality Manager through the concierge every weekday from 9.00 a.m. to 1.00 p.m.

Complaints can be submitted either by the user (guest or his/her family member) or by the associations or recognized bodies that represent him/her.

For written and non-anonymous complaints, a personal response is provided within 15 working days

2) Verification of commitments and organizational adjustment

2.1. Standards Status Report

The **VILLA GAIA NURSING HOME** guarantees the verification of the implementation of the improvement commitments and quality standards through an annual report both on the results achieved and on the reasons that did not allow them to be achieved.

The report drawn up by the Management will have adequate moments of discussion with the staff and will be made public. The purpose of the report is to verify the trend and constant improvement of the quality of services, monitoring the quality itself and verifying the quality factors and standards.

2.2. User satisfaction surveys

The **VILLA GAIA NURSING HOME** guarantees the realization of surveys on the degree of user satisfaction by promoting the administration of questionnaires, surveys and direct observations.