



# WELCOME CARD

## REGULATIONS FOR THE USERS

NURSING HOME

Dear Sir, dear madam,  
 We wish to provide you with some useful indications to ensure that your stay at our facility is as comfortable as possible. You will meet the health staff, which consists of doctors, the head nurse, nurses, physiotherapists, healthcare operators, care assistants and volunteers, all identifiable through their I.D. badges. The organization of the Nursing home is based on some simple rules described here below, which we request you to observe.  
 Thank you for your kind attention.

**PRESENTATION** The **Residenza Sanitaria Assistenziale Policlinico Italia** Nursing home provides its guests, who cannot be cared for at home but do not need to be admitted to hospital, with health care, functional recovery and social inclusion services, as well as therapy to prevent the worsening of functional damage.

At the Nursing home treatment is given for problems associated with aging (partial or total limitation of self-sufficiency) with particular regard to individuals suffering from chronic diseases and the disabled, including people with functional handicaps who depend heavily on others.

The care activities include the provision of health care (managed by the Medical director and the general practitioners), individual or group rehabilitation, leisure and social activities, all provided with a view to improving the quality of life of each individual guest.

**THE NURSING HOME STAFF** The professional figures that operate at the facility collaborate in a coordinated and integrated way so as to ensure the most complete and personalized care for the guest, from the medical, nursing, care and educational points of view.

The **staff** is readily identifiable from the uniform they wear: **Doctors** wear a white coat, the **Head nurse** wears a maroon uniform; the **nurses** have a green uniform; the **physiotherapists** wear a white uniform with a dark green polo shirt; the **health care operators** and the **Care assistants** wear a sky blue uniform.

Each one of them wears an **identity badge** with their full name and qualification attached to their white coat.

## WHAT TO BRING WITH YOU FOR ADMISSION TO THE NURSING HOME

Upon admission, bring with you an **identity document, health insurance card, medical booklet and a photocopy of the exemption certificate**, and any available recent clinical documentation that can be shown to the doctor (for example, photocopies of patient records of previous hospital stays, X-rays, tests, other specialist examinations, etc.).

The guest must bring with him/her some **personal articles**; every item of clothing delivered should have a label bearing the guest's name or initials, so that its owner can be readily identified. The guest's family must bring additional clothing when the need arises.

The guest's **reference family member** must readily inform the facility of any changes in their residence and telephone numbers, so that contact between the facility and the family is always possible. Failure to inform the facility relieves the latter of all liability for any disputes.

Patients should bring little money with them and avoid bringing precious objects (watches, jewels, etc.).

## WELCOMING PROCEDURE

The guest's admission, agreed in advance, can take place any morning from Monday to Saturday or on Monday or Wednesday afternoons. Upon admission, an **interview** will be held with the medical director and the head nurse so as to find out the needs of the guest and his/her family with a view to collecting the information necessary to ensure adequate care for the guest during his/her stay at the facility.

Also upon admission, the Guest will receive a **medical examination** from the medical director, who will open the patient record and collect all the information useful for establishing the care he/she is to be given. The guest will be given the Privacy statement, will be asked to sign the consent form for data processing and the informed consent form medical treatment.

## LIFE AT THE NURSING HOME

The facility has **rooms with 1, 2 or 3 beds** all with a bathroom directly accessible from the room and equipped with **air conditioning**; on each floor there are also fitted bathrooms, a lounge with television and a dining room. On the ground floor of Building B there is also a gym for rehabilitation, an occupational therapy room and a large multi-purpose room for animation activities; there is another large multi-purpose room also on the first floor of Building A.

The assignment of the room may not be definitive and the guest may be moved to a different room for organizational needs.

At the head of the bed there is a **pushbutton panel** that you can use, when necessary, to call the staff (red pushbutton) and turn on the bed head light (white pushbutton) and the room light.

Inside the bathroom, there is a pull button near the shower tray for calling the staff if the need arises (cord with a black bell).

There is a pushbutton panel near the entrance door for use by the staff only.

The **daily routine** is **indicatively** as follows, but will depend on the guests' different characteristics and needs:

- 7.00 – 9.00 a.m.: guests are woken up, get up, wash, get dressed, have breakfast and receive their treatment;
- 9.00 – 11.45 a.m.: various activities (according to the care programme of each guest): animation, physiotherapy, medical examinations, interviews, baths/showers, etc..;
- 11.45 a.m.– 1.00 p.m.: lunch and treatment;
- 1.00 p.m.: face/hand washing and teeth cleaning. Afternoon rest;
- 4.00 p.m.: any planned animation/physiotherapy;
- 6.00 – 6.30 p.m.: dinner and treatment;
- 8.30 – 10.00 p.m.: treatment; face/hand washing and teeth cleaning; preparation for bed.

Each guest, directly or through a relation, guardian or administrator, can obtain all the necessary information about his/her disease and rehabilitation treatments, project and treatment plan through **interviews with the medical director**. The medical director's opening hours for the public are from Monday to Friday from 12.00 p.m. to 1.00 p.m. and Monday afternoons from 3.00 to 4.00 p.m..

**All the staff will give the patient the very best treatment and care; it is therefore not necessary to offer tips or gifts of any kind.**

## CARE SERVICES PROVIDED

As laid down in the legislation, the Nursing home is connected functionally with the local services responsible for the health and social activities of the Local Health Authority ASL District concerned: in particular, with the Home Care Centre and with the General practitioner care.

In particular, services provided directly by the guest's reference Local Health Authority (ASL) can be distinguished from those provided directly by the Nursing home through its own resources.

Through its services and local facilities, the ASL ensures the following services covered by the **Regional Health Service** (SSR) with the conditions and methods established for the public:

- **general medicine** services (general practitioner);
- **specialist services** such as specialist examinations (e.g. with a cardiologist, neurologist, endocrinologist, orthopaedist etc.), instrumental diagnosis (e.g. X rays, US scans, etc.) and laboratory diagnosis (e.g. clinical tests, etc.);
- **medicinal products** to be administered without contributing to the pharmaceutical expense (category A). Category C medicinal products and OTC products are to be paid for entirely by the guest;
- **prosthetic services** such as orthopaedic aids (e.g. wheelchairs, walking aids, crutches, prostheses, etc.), hearing aids and prostheses for laryngectomized patients (e.g. suction catheter, etc.), physiognomic prostheses (e.g. breast prostheses);
- **incontinence aids** (e.g. incontinence pads, drawsheets, bed pans, urinary catheters, etc.);
- **complete dental services.**

The services provided directly by the Nursing home with its own organization and resources are as follows:

- nursing services;
- rehabilitation services that prevent the regressive effects of the stabilized damage, with particular regard to the guest's re-education to carry out common daily activities (walking and elementary life activities) and psychosocial re-education, above all through occupational therapy;
- dietary consulting and control;
- immobilization syndrome prevention services, with maximum reduction of the time spent in bed;

- hotel type services including meals, accommodation and general services according to the guest's particular conditions;
- personal aid and protective care services (e.g. personal care and hygiene, application of prostheses, dressing, etc.);
- animation, leisure, games and links with the guests' original family and social environment, with support from voluntary associations;
- Transport and attendance and any assistance necessary to use health services outside the facility (e.g. for CAT or MRI scans, etc.).

In addition, upon request by the guest and entirely at his/her expense, personal care services (hairstylist and chiropodist) and an external laundry service for personal clothes can be used.

For the time being, the Nursing home has decided not to use the public emergency medical service but to offer a 24h permanent emergency medical service provided by the neighbouring nursing home free of charge with its own resources.

## **VISITS FROM FRIENDS AND RELATIONS**

The arrangements for family members to access and visit the RSA are allowed every day and are regulated by specific operating instructions that take into account the Ministry of Health's guidelines and agreed with the Manager Nurse:

- visits can take place in compliance with social distancing;
- the family member / visitor who enters will fill out a self-certification in which he declares that he is not a subject potentially at risk and at the entrance to the RSA his body temperature will be measured, which must not exceed 37,5° C;
- the family member / visitor must enter with the mask and must proceed to sanitize their hands at the entrance to the visiting area;
- each guest can be visited by a maximum of 2 family members / visitors at the same time and the meetings will take place under the responsibility / supervision of our social and health staff who will be present maintaining a suitable distance in order to respect the confidentiality of the conversations.

For non-self-sufficient guests, efforts will be made to increase the frequency of contact in digital mode with their relatives/friends, to ensure as far as possible social relations albeit within the limits dictated by the staff that may be dedicated to such activity.

During the visit, in order to comply with organisational requirements and the orderly conduct of work in the facility, each visitor is required to behave in a manner that is in keeping with the lifestyle of the RSA and the tranquillity of the Guests, and to inform the operators of any special prescriptions for individual Guests to protect their health and safety.

It is strictly forbidden to bring alcoholic beverages, home-packed and/or perishable food and medicines into the facility.

## **EXIT PERMITS**

Guests can ask for exit permits to visit the family or for other reasons. If the permit does not entail staying outside the facility overnight, the guest or a relative will have to ask the medical director for permission at least 24 hours earlier. If it does entail staying out overnight, the guest will have to ask the medical director for permission at least three days earlier. The permits with overnight stays shall not exceed a total of 10 days during the year.

If the guest has to be absent due to admission to hospital facilities, his/her place will be kept for a maximum of 10 days. If the hospital stay lasts for more than 10 days, the guest will be given priority in reassigning him/her a place in the facility.

## **CLEANING**

It is important to keep the room clean and tidy; underwear and personal articles are thus to be placed in the guest's wardrobe or bedside cupboard, to make cleaning easier.

Deck chairs, which occupy precious space, flowers and plants should not be kept in the rooms unless duly authorized by the head nurse.

## **SMOKING**

Smoking is strictly prohibited in all areas of the Nursing home. The fines imposed are those laid down in the legislation in force.

It should also be remembered that, due to the presence of smoke detectors, smoking in the nursing home may set off the fire alarm and trigger the emergency procedures.

## **PERSONALIZATION OF THE ROOMS**

The facility allows and encourages personalization of the rooms, providing they are decorated nicely and the safety regulations are respected.

Unauthorized electrical or gas equipment cannot be brought into the rooms and used as they could cause accidents.



## **RULES FOR GUESTS AND THEIR VISITORS**

(in observance of EC Reg. 178/2002 and EC Reg. 852/2004– Food hygiene)

In order to safeguard the health of guests staying in the Nursing home, the amount and type of food brought by friends and relations must be limited.

In fact, failure to preserve the food may lead to toxic infections and/or food poisoning.

The food and drinks received from outside must be kept exclusively in the bedside cupboards and not in the wardrobes. The head nurse or dietician can be asked for further explanations and indications.

<b>FOODS TO BE AVOIDED ALTOGETHER</b>	<b>FOODS THAT CAN BE GIVEN TO PATIENTS WITHOUT ANY RISKS</b>
<ul style="list-style-type: none"><li>▪ Tomato sauce</li><li>▪ Other sauces</li><li>▪ Cream</li><li>▪ Cream-filled cakes and biscuits</li><li>▪ Cold cuts</li><li>▪ Milk</li><li>▪ Yogurt</li><li>▪ Fresh and seasoned dairy products (cheese)</li><li>▪ All cooked foods (meat, pasta, etc.)</li></ul>	<ul style="list-style-type: none"><li>▪ Bottled water</li><li>▪ Closed fruit juices (single-dose only)</li><li>▪ Canned drinks</li><li>▪ Dry biscuits with no filling, in single-portion packs</li><li>▪ Cakes with no filling (sponge cakes)</li><li>▪ Bread</li><li>▪ Crackers and bread sticks (single-portions only)</li><li>▪ Breakfast cereals (e.g. <i>Cornflakes</i>)</li><li>▪ Fruit in small quantities for immediate consumption (any leftover fruit must be given to the staff)</li><li>▪ Dry fruit</li><li>▪ Packaged chocolates and sweets</li><li>▪ Jam (single portions only)</li><li>▪ Honey (single portions only)</li><li>▪ Homogenized foods (once open, any leftovers must be given to the staff for disposal)</li></ul>

**Patients on special diets must contact the medical director or dietician before eating food brought by friends or relations.**



## MEALS

Diet is an important aspect of the care pathway during the guest's stay in the Nursing home. Having discovered the patient's eating habits and obtained the relevant clinical information from the medical director, our Dietary service elaborates the most suitable diet plan for each patient. For special needs, the doctor will prescribe "special meals" (specific foods, supplements, etc.).

The day's meals are served at the following times:

**Breakfast:** at 8.00 a.m.

**Lunch:** at 12.30 p.m.

**Dinner:** at 6.30 p.m.

Meals are consumed in the dining rooms (one on each floor); there is room service for bedridden guests.

It is very important that guests do not eat food and drinks brought from home in that the diet provided by the Nursing home is tailored to each guest and is part of the treatment process.

## OTHER SERVICES

### **RELIGIOUS ASSISTANCE**

For guests of Catholic faith, the Holy Mass is celebrated on holidays in the hall on the ground floor of the RSA at 10.00.

The chaplain is available to all guests; to contact him, it is necessary to contact the Manager Nurse or the Switchboard.

The RSA guarantees religious assistance to Guests of other religious confessions. Also in this case, the Manager Nurse is contacted.

### **PRIVATE, ADDITIONAL NON-HEALTH CARE**

Guests or family members who feel the need to do so may make use of private assistants to work on behalf of an individual guest: any expenses and all economic, social security and insurance relationships are the responsibility of the assisted guest or his/her family, without any obligation or responsibility on the part of "Policlinico Italia S.r.l.".

The work of the private assistants must be authorised by the Responsible Doctor, must be marked by the requirements of professionalism, correctness and respect for the rules of the structure and is rendered in a form supplementary and/or substitutive to that familiar and it is not supplementary and/or substitutive to the sanitary one that is guaranteed and supplied to the Hosts of the RSA by the medical and nursing staff present in the structure.

In order to be authorised to have supplementary assistance, it is necessary to request the appropriate forms from the Health Management Office, fill them in and deliver them to the same office.

### **ROOM TELEPHONE, TV**

Guests can receive telephone calls passed to them via the Operator to the telephone on their bedside cupboard. To make phone calls outside the facility, guests can request the activation of the telephone in their rooms at a monthly cost of 20.00 euros (+ VAT).

Furthermore, if they wish, they can put a television in their rooms without any additional cost.

### **CORRESPONDENCE**

Guests can receive post (ordinary letters, registered letters, packages, etc.). The correspondence is to be addressed to Residenza Sanitaria Assistenziale Policlinico Italia (Piazza del Campidano n. 6, 00162 – Roma) specifying the name of the intended recipient.

Guests can also send correspondence from the Nursing home, by contacting the head nurse.

### **HAIRDRESSER AND CHIROPODIST**

Each Guest or family member who intends to make use of the aforementioned services, at their own expense, must be provided with the information "Private services to be paid by the Inpatients" (IO.72A.17), containing the information relating to the rates of the operators and the methods of providing the service.

The definition of the appointment and the payment of the services must be made exclusively by the Guest or his family member / contact person.

The relevant invoice / receipt must be paid directly to the Professional at the end of the service.

All staff must therefore be considered excluded from the regulation of relations between the individual professional and the patients and / or family members of reference.

### **LAUNDRY SERVICE**

Each Guest or family member who intends to use the laundry service for his personal linen, at his own expense, must be provided with the information "Private services to be paid by the Inpatients" (IO.72A.17), containing the information relating to

the tariff of the operators and the methods of providing the service.

The cost of the service is that established by the company that provides the service

Throughout the Emergency phase from Covid-19, the possibility of delivering comfort items for patients and the delivery of personal linen for patients who have not activated the laundry service is guaranteed. The collection of dirty linen and the delivery of clean linen of the patients by family members are limited to days and times established on Monday to Friday, in the time slot from 14.00 to 15.00.

The family member will deliver the clean linen. A designated attendant will pick up the clean linen and deliver the soiled linen.

Clean linen should be delivered inside a clear plastic bag. The pick-up attendant will sanitize the outside surface of the bag with 70% alcohol solution and insert the sanitized bag into another clear plastic bag. Soiled linen will follow the same treatment.

Information for patients and their family members on proper hygiene practices aimed at containing the risk of contamination: it is necessary for the family member to wash the Covid-19 positive Guest's laundry at 60-90°C with laundry sanitizing products in addition to commonly used foaming products.

### **BAR**

The Bar, in the basement, is available to guests from 7.30 to 19.00, from Monday to Saturday; for room service the Bar can be contacted by telephone by typing 261. The Bar can also be reached from the external courtyard.

On the ground floor of the Nursing home, in the multipurpose room there is an automatic snack, hot and cold drink dispenser.

## **DISCHARGE**

The guest's discharge may be voluntary or decided by the Regional Evaluation Unit of the Home Care department of the Local Health Authority ASL Roma 1.

If the guest intends to discharge himself/herself from the facility to return home or move to another facility, the Administration office must be given at least 10 days' notice, or else the sum due for the period of lack of notice must be paid for by the Regional Council, the guest and/or his/her Municipal Council.

The guest will be given a **Discharge report** that summarizes all the medical services and rehabilitation received, the reports and results of examinations conducted; it also contains indications for a healthy lifestyle, any medical treatment and clinical and instrumental tests to be carried out later on, where necessary.

## THE PERSONAL FILE

Upon discharge, the guest can ask the PRO/Reception office for a **true copy of the personal file**.

The cost of the copy of the file is € 25.00 if it is collected from the Reception office/PRO and € 45.00 if the guest requests it be sent by post. The payment is to be made when this request is made.

The copy can be collected 30 days after the request exclusively:

- by the holder of the personal file exhibiting a valid identity document;
- by a person with a valid identity document expressly delegated by the guest in writing and with a photocopy of the identity document of the latter;
- by the guardian or administrator, with a valid identity document and the necessary documentation;
- If the patient has deceased, by the persons entitled, exhibiting a valid identity document and the necessary documentation.

**Admission certificates** (plain or indicating the daily allowance paid or with the diagnosis), are issued by the medical director.

**Certificates with diagnosis** can also be issued by your general practitioner.

## RECEPTION OFFICE/PRO

The **Reception office/PRO** is a service that welcomes and listens to the public and its users; it also provides information, protection and participation, as illustrated here below.

The Office is situated at the main entrance of the neighbouring nursing home and has the following opening hours: **Monday to Saturday from 8.30 a.m. to 1.30 p.m., except on holidays.**

. At the Office, you can:

- request and pick up a copy of your personal file;
- ask to see the X-rays performed during your stay;

- obtain general, indicative information about the services offered locally (availability of other health facilities, public or private, home services, etc.);
- make any reports, positive and negative observations, suggestions and complaints

You can contact the Reception office/PRO at the telephone number **06 44005 300** during its opening times or by sending a message to the e-mail address **accettazione@policlinicoitalia.it**

## PROTECTION OF GUESTS

The Nursing home guarantees the protection of its guests and their participation in the health activities that concern them both by adopting this regulation for presenting reports, positive and negative observations, suggestions and complaints and through the activities of the Reception Office/PRO.

By collecting the communications from the guests and their families and processing them subsequently, the Nursing home can become aware of any problems found and identify opportunities for improving the services.

### SUBMITTING A COMPLAINT/POSITIVE COMMENT

The guests and persons entitled can use:

- the **Nursing home user satisfaction questionnaire**, Form Mod.72A.28, to express an opinion, which will remain anonymous, on the quality of the care received, which can be found at the entrance of the Nursing home in a display case.
- For any reports, complaints, comments of satisfaction and praise, the head nurse can be asked for form Mod.83A.03, which, once filled in, can be posted in the display case present at the main entrance of the Nursing home or sent by ordinary post (to Direzione Sanitaria, Piazza del Campidano n. 6 - 00162 Roma), by fax to the number 06 44 00 52 58 or by email [direzionesanitaria@policlinicoitalia.it](mailto:direzionesanitaria@policlinicoitalia.it).

Every report submitted in writing will be duly registered.

If a report is made over the telephone, the User will be requested to make a report of his/her observations in the previously mentioned form and to indicate his/her details to be able to start the investigation. For direct interviews with the medical director, head nurse or the Reception Office/PRO, the form will be filled in, taking note of the report and the details of the reporting person.

Petitions and reports submitted in anonymous form, whether verbal or written, will be taken into consideration by the Health Director but the outcome of this report or petition will be kept confidential.

All reports, regardless of their form, must be sent by the medical director or the head nurse to the Quality Manager.

#### **INVESTIGATION**

For simple reports or clear and immediately resolvable situations, the medical director, head nurse or operator of the Reception Office/PRO will give the user an immediate and comprehensive answer.

For complex reports, observations or complaints, which are not readily clarifiable, the Health director will start the necessary investigations, involving the managers of the services involved, to check the problem raised, prepare a comprehensive reply for the user and take all the measures necessary to prevent the persistence of the situation reported.

Complaints constituting legally prosecutable issues are investigated in collaboration with the Administration Manager.

#### **REPLY**

Every signed report will be given a reply in the shortest time possible and, in any case, no more than 30 (thirty) days after it was submitted.

Any delays in the reply due to the complexity of the issue will be communicated to the User in writing complete with the reasons.

#### **POSITIVE OBSERVATIONS**

All the comments received will be disseminated to the operators concerned.

## CHARTER OF OLDER PEOPLE'S RIGHTS

Elderly people represent a wealth for society, not only because they are identified as the cultural memory of a population, but also because they increasingly represent an active human resource that contributes to the energy and experience at society's disposal.

This new role emerges from clinical and social research that documents an ever-increasing number of elderly people in good psychophysical condition. There are, however, conditions in which elderly people are still fragile, both physically and psychologically, so the safeguarding of their dignity requires greater attention in the observance of the person's rights, sanctioned for the general population.

The valuing of the role of the elderly and their culture is based on educating the population to recognise and respect their rights, and society fulfilling a series of obligations towards them. The first of these is the elaboration of policies that ensure that an elderly person can continue to play an active role in our society, that is, which favour his sharing of the social, civil and cultural life of the community.

The charter of older people's rights is a tool for favouring education in recognizing and respecting people's rights and, in particular, older people's rights.

Elderly people have the right:

- to be respected as an individual, to be called by their name, using the Italian polite form "lei" and not "tu" or with nicknames, such as "grandpa", "grandma", etc.;
- to the constant presence, if not self-sufficient, of a family member as additional support to the care given;
- to orderly care in which silence is maintained at rest times;
- to sit at a table to eat meals, when this is possible, and at times that are not distant from their customary meal times;
- to prompt assistance for their physiological needs and a change of the linen whenever necessary;
- to use the toilets even if they have impaired motor skills;
- to be informed of the procedures that are performed on their body (injections, medications, washes) without undergoing any type of treatment given in silence by the operator;
- to be listened to even when he/she has a speech deficit;
- always to receive an answer to the questions he/she poses;
- to receive the correct treatment promptly;
- to respect for their sense of decency;
- to receive help in eating, personal hygiene and mobility;



- not to be labelled a priori as a “lunatic”, “wreck”, “over the hill”, or “arteriosclerotic”, but to be considered a “person”;
- not to be scorned if psychologically or physically disabled;
- to maintain the freedom over where to live;
- to be looked after in the environment that best favours their recovery of an impaired function;
- to choose who to live with;
- to have a social life;
- to be helped to express their personal attitudes, originality and creativity;
- to be protected against any form of physical and/or moral violence;
- To be helped to enjoy and conserve their dignity and value, even if they lose part or all of their autonomy and self-sufficiency.



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