



**Residenza Sanitaria Assistenziale**  
*“Mons. Prof. Antonino Messina”*

# **Contratto di Ospitalità**



## Art. 1 - Typology

The "Mons. Prof. Antonino

Messina", hereinafter referred to as RSA is a structure residential social-health aimed at providing assistance to

non self-sufficient elderly people who can no longer be treated at home.

Authorized for operation with resolution of the Regional Health

Department No. 426 of 22 January 2003, it was provisionally

accredited on 1 August 2003 prot. No. 546 and registered in the

register of executive decrees Reg. Cal. N. 11315 of 5 August

2003, subsequently it was definitively accredited pursuant to law

n° 296/2006 art. 1, paragraph 796, letter T on 3 February 2010

prot. 34 is registered in the register of executive decrees Reg.

Cal. No. 909 of 4

February 2010. The structure is contracted with the Company

Provincial Health of Reggio Calabria since August 2004.

## Art. 2 - Principles on the provision of the service

The activity of the Residence takes place in compliance with the following fundamental principles:

- Equality: every guest has the right to receive the most appropriate medical care and assistance, without discrimination of any kind;

- Impartiality: the behavior of the operators towards the Guests is inspired by criteria of objectivity and impartiality, regardless of the physical, economic, social, cultural, religious and race status;

- Continuity: the structure ensures continuity and regularity of treatments falling within the scope of their own skills;

- Participation: the structure guarantees the Guest and his family participation in the service through correct and complete information. It also guarantees the possibility of expressing one's own assessment of the quality of the services provided and of forwarding complaints and suggestions. Promotes relationships and collaboration with voluntary and rights protection associations;

- Right of choice: the structure guarantees the right to self-determination and choice by the Guest or Delegate regarding the proposed therapies, basic assistance, entertainment activities, hotel activities. This right is exercisable until this becomes a restriction on the freedom of other guests;

- Effectiveness and efficiency: the service is organized in such a way as to use the available resources in the most convenient way, in order to achieve the maximum satisfaction of the Guests, their families and the professional enhancement of the operators, also adopting criteria of flexibility and innovation;

- Confidentiality: the structure guarantees the Guest confidentiality with respect to information about his person. All personnel working inside the house are required to observe professional secrecy.

- Humanization And Personalization

In providing the service and developing the assistance plan, the only point of reference is the specificity of each individual Patient\Client to personalize the treatment and assistance intervention as much as possible. Respect for availability, care Dignity of the person, the courtesy of the environments are qualifying and indispensable factors to realize and make perceive the quality of the service

- CLINICAL RISK

In providing the service, the structure adopts the protocols envisaged by the MINISTRY OF HEALTH in relation to the clinical risk such as, for example, PREVENTION OF FALLS, ADMINISTRATION OF DRUGS, VIOLENCE ON THE PATIENT, ACTS OF VIOLENCE TO THE DEFICIENCY OF OPERATOR and any other adverse event causing DEATH OR INJURY TO THE PATIENT, etc. The contact person for clinical risk management is the medical director.

- PROTECTION OF PERSONAL DATA

- In order to guarantee the protection of personal data and the privacy of the person in application of fundamental rights, the structure has implemented the PRIVACY system according to the provisions of current regulations

Art. 3 - Mission, vision and quality policy

"The mission of the RSA "Mons. Prof. Antonino Messina" is

that of improving the quality of life of the frail elderly through a process aimed at achieving ever greater physical, mental and social well-being"

The tools adopted for the analysis of the results obtained, with respect to the mission of the structure, are those envisaged by the internal quality system. To this end, the RSA has adopted protocols and operating procedures through the implementation of which it promotes internal communication, social-health integration, personalized planning, intervention planning and verification of effectiveness and efficiency.

SATISFACTION

The participation of user citizens in the evolution of quality is stimulated and facilitated by the preparation of a satisfaction questionnaire which allows them to express their

level of satisfaction and to point out possible improvements, also as regards the easy consultation of the service charter

The questionnaire is delivered to the client during their stay in the Residence. The questionnaires are placed in usable spaces in the Residence.

The results of the analysis concerning customer satisfaction are communicated annually by posting on the bulletin board and notify staff

#### COMPLAINTS

The guest and/or family member through the Notification form/ Suggestions/Complaints or with the use of unstamped paper, they can send any complaint directly to the company.

Complaints can be made by post, fax or delivery to the social worker. The guest or family member has the possibility to verify the progress of the complaint by contacting the social worker or the quality manager. Within ten days the social worker or quality manager will respond by the same means used by the client.

#### Art. 4 - Purpose

The RSA guarantees guests health and social assistance, for maintain as much as possible the physical, mental, affective and relational and to limit further losses of autonomy

He undertakes to keep active all relationships existing at the time of hospitalization of the guest, whether they refer to family members, relatives, friends, favoring moments of meeting and

relationship, which it deems fundamental for the best integration of the guest.

The RSA will work constantly to achieve the above goals, organizing its interventions and services not on established services, but on personalized objectives to try to satisfy the guest's needs in the best possible way. Such a method of work

comes from the awareness that the guest is not only the bearer of needs, but the bearer of resources and motivations a live.

#### Art. 5 - Services

The following services are offered to Guests, in accordance with the provisions of regional and national legislation:

##### Medical assistance

All guests make use of the health and specialist services provided in accordance with current regulations, as well as the ordinary and specialist services provided by the National Health Service.

The structure is equipped with a doctor in charge with functions of medical director, the doctor in charge will follow the clinical situation of the patient also making use of other medical professionals (geriatrician, neurologist, diabetologist, etc.). The guest is required to indicate, before entering the RSA, the name of the general practitioner who has an agreement with the National Health Service whose services it intends to use.

On the same occasion, he may indicate the name of a additional health care provider.

Upon entry, the social-health team, directed by the doctor in charge, will draw up an integrated PAI (Individualized Care Plan), which will be illustrated to the guest and the caregiver and at the same time a social-health worker/tutor will be assigned to follow and enhance patient adaptability.

In the event of an illness that requires appropriate assistance or intensive and specialized medical care, at the unquestionable judgment of the internally responsible doctor, the Guest is sent to the appropriate place of treatment or to the emergency department competent for the area in case of emergency. During hospitalization at another facility, the RSA will inform family members or those responsible and will not provide any assistance. Therefore outside the Healthcare Residence it will be the responsibility of the caregiver to plan any assistance intervention for his or her loved one.

#### Nursing assistance

During the stay, the Guest will enjoy adequate nursing assistance (24 hours a day).

The nursing staff ensures, through the planning of personalized assistance, the following functions:

- ! Administration of pharmacotherapy
- ! Keeping of medicines and medical aids
- surgical
- ! Collaboration with primary care and rehabilitation staff.

#### Personal assistance

The elderly person will benefit from personal assistance provided by qualified OSS personnel (h24) which ensures:

- Help in all personal hygiene activities
- Tidying up of beds
- Changedellabiancheriadegliospiti
- Interventions for maintaining the independence of guests
- Participation in entertainment and social activities

Rehabilitation service

Maintenance is the mission of the RSA rehabilitation service

o the recovery of motor, cognitive and orientation skills of the user, which is achieved through:

"The identification and implementation of the appropriate rehabilitation interventions  
riatiin referenceto

diagnoses made by the doctor;

"The elaboration of multidisciplinary rehabilitation programs ind  
individual and collective;

"-Carrying out support, consultancy and  
staff training

assistance in order to ensure continuity in the recovery and  
maintenance of motor skills of users;

"Collaboration in the activity of locating and supplying  
aids, equipment, orthoses e  
prostheses necessary for the rehabilitation of users;

"The responsibility to ensure the correct and constant application  
of the mobilization procedures and correct positioning of the  
users.

The entertainment activity

Animation plays a central role in the Residence. THE

qualifying basic inspiring assumptions of humanization

of assistance, refer to animation as an indispensable and indispensable component of the "work of care" because it is the only one able to propose a "practice of time" which is not only waiting for the fulfillment of one's destiny, but continuity and meaning of life.

To do this, the animation service works with commitment, affection and above all planning, the only possible way to win the challenge of quality care for the elderly.

Entertainment activities include storytelling, listening, physical closeness, support for relationships and, therefore, in summary, help to preserve and broaden interests, skills and sociability.

For some of the other entertainment activities envisaged in the service charter (music therapy, pet therapy, etc.) the RSA uses and integrates internal professional educators with professionals external.

As part of the entertainment service, the work of the professional educators, in addition to carrying out the activities envisaged in the programme, consists above all in maintaining and developing daily relationships with the guests, and in promoting socialization between them by facilitating meetings with the family members.

The social activity

Social activity is ensured by the Social Assistant who takes care of liaison relationships with external structures and the socio-family environment to which the guest belongs, the general practitioner, the specialist doctors. health district

He takes care of the relationship between the structure and the socio-family environment.

Psychological assistance

A psychological assistance service is also available to users which provides advice from this professional figure, both through a neuropsychological evaluation, with the administration of specific tests, and through the use of support interviews or psychotherapy courses, both through conducting meetings of group.

#### Laundry service for personal items

Inside the structure, a laundry service is guaranteed for personal clothing. For personal clothing, the caregiver can choose whether to personally manage the service or entrust it to the structure with a cost to be paid by the user communicated at the time of entry.

With respect to this service, the following should be highlighted:

"The management of the structure makes use of the collaboration of appropriately selected external laundry;

"The facility is not liable for damaged clothing delicate personal items and/or items that do not tolerate washing at high temperatures.

#### Catering service

We guarantee a full board treatment which consists, at times established by the management, in the administration of:

"Breakfast

"Lunch

"Afternoon snack

"Cena

"Hydration program

The menu is periodically reviewed by nutritional consultants.

Religious activity

Spiritual assistance is guaranteed to Guests in compliance with the own religious inclinations.

Guests, accompanied by educators or operators, can use the chapel inside the structure to gather in prayer and, given the location of the structure, in front of the Church of S. Eufemia VM, (3 meters) can be accompanied to attend the functions in the Church.

The typical day of the guest

|               |  |
|---------------|--|
| 6.30 - 8.30   | Get up, personal hygiene, assisted bathing, dressing       |
| 8.30 - 9.30   | Breakfast, administration of therapy                       |
| 9,30 - 12,30  | Rehabilitation, occupational therapy, animation, hydration |
| 12,00 - 13,00 | Lunch and administration of therapy                        |
| 13,30 - 15,30 | Rest   |



|                  |  |
|------------------|--|
| 15,30 -<br>16,00 | Wake up and snack  |
| 16,00 -<br>18,00 | Animation, rehabilitation, occupational therapy, hydration |
| 18,00 -<br>20,00 | Dinner and administration of therapy                       |
| 20,00 -<br>21,00 | Put back to bed  |

#### Art. 6 - Documentation for admission

The application for admission must be drawn up as required by regional legislation, for which the public relations office of the RSA will provide information by providing appropriate models and illustrating the bureaucratic procedure to be completed for admission in the ranking of absolute competence of the ASP of Reggio Calabria.

#### Art. 7 - Documentation for hospitalization

1. Authorization for hospitalization issued by the Asp
2. A personal identification document with a photograph;
3. Tax code;
4. Health card or other equivalent document;
5. Document of ticket exemption from health care costs if in possession;

6. Medical certificate proving that there are none infectious diseases;

7. Medical records relating to previous hospitalizations in health facilities and any other medical documentation available.

These documents must remain at the RSA for the entire duration of the hospitalization, and in any case always remain available to the Guest or delegate.

It is also the responsibility of the families to leave all contact details for possible availability.

Admissions will be agreed with the Health Authority

preferably in the morning after 10:30 to allow everyone to carry out their activities.

Sweet accompaniment path in the structure

In the event of special admissions, the RSA makes a resource available for a home visit in order to facilitate the arrival and integration of the guest into the facility.

Art. 8 - Acceptance of community life

Before entering, the Guest and the family member or delegate are required to inspect the structure and the accommodation and formally accept the rules of community life that the stay at the RSA involves.

These regulations will be illustrated by the social worker and delivered with the signature of the Assistance Pact.

Upon entry, the guest is assigned a room according to the criterion of the proposal and the choice among those available. Where community life needs it

require, can be ordered by the health management transfer to another room.

The family and the guest, in collaboration with the social worker or tutor, can customize their room with personal items to make it more welcoming.

#### Art. 9 - Daily fee

The Guest or delegate is required to pay the daily fee, equal to the amount indicated in hospitalization order issued by the health authority. The fee, which will be updated annually with effect from 1 January, must be paid in advance by the 5th day of each month, by transfer to a bank account of which the RSA Information Office will provide the coordinates. The Administration undertakes to reimburse any part of the fee not used due to hospitalisation, death or early resignation according to the following criteria:

the advance fee will be divided by the days of the month, the result multiplied by the days of stay.

A receipt will be issued at the time of payment the invoice will then be sent.

The fee includes food, heating, laundry of non-personal items and general and collective services, as per regional legislation.

#### Art. 10 - Ancillary expenses or pharmacological assistance

Any other requested service, not included in the fee (for example: unborrowed medicines, analysis tickets or visits to trusted specialists, etc.), must be reimbursed.

It is the relative's responsibility to provide all that is needed for the

clothing and personal belongings according to the indications provided by the social worker.

#### Art. 11 - Visiting hours and relations with family members

Visiting hours are displayed on the bulletin board and must be observed to ensure serenity in carrying out internal activities.

During visits, privacy will be guaranteed through special spaces to be used with relatives or friends.

The guest enjoys maximum freedom. The guest can leave after notifying the management and the staff on duty. The relative or other who will accompany the guest will issue a copy of the identity document and sign the appropriate model with which he will raise the structure from any liability. It is the faculty of the Management to decide not to allow exit at

people to whom this may be deemed harmful.

In compliance with the purposes of Article 2, the family can request to have lunch or dinner with the family member upon request. The RSA also makes available a pertinence for any stays of family members.

In the event that there is a deterioration in the guest's state of health, be it temporary or chronic, the medical director will inform the family members in order to guarantee one or more adequate assistance to the guest, taking into account that the proximity of the family member has a beneficial psychological effect, as well as physical on the elderly.

The administration of the structure in order to give full and real implementation of what was declared in the purposes, in the awareness that the end of life is a moment full of human meanings, proposes to make a room available free of charge for family members who intend to be close to a loved one in the terminal stage of the disease.

The request must be made to the management of the structure.

In the event of the guest's death, the family members will have to put the administration in a position to be able to assign the personal belongings and anything else belonging to the deceased to those entitled to them, by delivering all the documentation necessary for their identification (substitute deed of notoriety or other suitable document)

Please note that it is not permitted to remove objects belonging to the deceased before they arrive inventoried.

The clothes and personal belongings of the deceased guest must be collected by the heirs or family members within 30 days of the guest's death.

#### Art. 12 - Reception hours

The reception hours of the administration and the social-health team are displayed in the information spaces but it is possible to arrange any appointments.

#### Art. 13 - Revocation of hospitalization, renunciation and resignation

The Management may ask for the hospitalization to be revoked if the Guest is not suitable for community life or for the occupied bed. The revocation can also be requested by the doctor in charge when facts and acts occur which highlight the loss of the relationship of trust between the services provided and the patient, but also between the facility and the client.

The guest can always renounce the hospitalization by submitting a written request to the structure which will be sent by the competent staff of the structure to the Asp of Reggio Calabria

The health management and the social worker both in the event of revocation, renunciation and resignation will coordinate for the appropriate evaluation choices with THE MULTIDIMENSIONAL EVALUATION UNIT OF THE HEALTH DISTRICT of competence which will decide on any alternative healthcare path.

#### Art. 14 - Personal belongings

Each guest brings only personal clothing to the Residence, which will be signed. The structure is not liable for any theft, loss or damage to the Guest's clothing or personal items. The public relations office at the time of entry, will deliver a note of the quantity or return of clothing to bring and will request additions to be made periodically, during the stay, on the basis of needs. It will be the responsibility of the family members to provide what is requested within 15 days of delivery, to allow for the decorum of their loved one. In case of non-cooperation from the family, the structure will purchase what is necessary and will charge the family. At the time of reception, the tutor will check that the garments correspond to the request received, a receipt which will also be issued for any additions.

#### Art. 15 - Meal times and menus

The meal times, which must be attended with the utmost punctuality, are as follows:

- breakfast 08.00- 9.00
- lunch 12.00 - 12.30
- dinner 18.00 - 18.30

Meals are normally served in the refectories, if the Guest cannot go, meals are served in the room at the discretion unquestionable of the management.

The institution supplies the meals prepared according to quantitatively and qualitatively balanced dietary tables and responding to the needs of the user, assessed by the health management and by the doctor in charge.

The daily menu usually includes: breakfast (milk, coffee with milk, tea, biscuits or rusks), lunch (dry or broth first course, meat or fish-based second course with a side dish of vegetables, fresh fruit, canned or cooked , bread, water); snack (tea, fruit juices and biscuits, yoghurt, ice cream, etc.); dinner (first course in broth or latte, second course of meat or fish with a side dish of vegetables, or vegetables, cold cuts, cheeses, fresh fruit, canned or cooked, bread, mineral water. It is also snack served at 15.30.

#### Art. 16 – Complaints and praise

Any complaints or praise, according to the quality system adopted by the management, can be presented verbally or in writing to the Management of the RSA, the models can be found at the public relations office. The complaint will be taken over for evaluation.

#### Art. 17 - Deposit of money and valuables

The Guest can request the deposit of a sum of money or valuables at the management which issues a receipt and which it will keep in a safe. For sums of money or objects, even of little importance, kept by the Guest

with itself, the Administration assumes no responsibility.

#### Art. 18- Mance

The service rendered by our staff in the best possible way is compensated by a contractually agreed fee and therefore there is no need to provide tips or financial awards to the individual operator. Those wishing to show their particular appreciation can find a register of thanks and praise at the reception.

#### Art. 19 - Prohibitions

It is absolutely forbidden to introduce alcoholic beverages, cigarettes, medicines and cooked foods.

#### Art. 20- Failure to comply with the rules

Non-compliance with the provisions of this regulation entails the immediate discharge of the Guest.

## GUIDE TO VISIT THE RESIDENCE

### PIANO "0"

Dining room

Stay

Recreational room "THE KIOSK OF SMILE" (Garden  
in winter)

Lecture

Beauty corner

Medical clinic

Social Psycho Room

Spaces reserved for visits

### -PIANO 1

Waiting room

Bar corner

Administrative offices

Garden

Chapel "Our Lady of the Rosary"

Information corner

### -PIANO 2

Apartment of the Geranei

### -PIANO 3

Sunflowers Apartment

Bagno Snoezelen

### -PIANO 4

Equipped terraces

ASSISTANCE AGREEMENT

Undersigned/

a .....  
.....

Nato/

a.....a.....  
.....Prov. ....

Resident

Street .....no.....

ZIP..... Province..... Phone  
number.....

Affection

and .....  
.....

ASKS

To be hosted at this facility under the conditions indicated in the  
hospitality contract of which

declares to have received a copy and read it.

Freely gives consent to the processing of personal data according to  
the methods and for the purposes

referred to in law n.675/96.

Sant'Eufemia  
d'Aspromonte..... Business.....

Undersigned/  
.....

Nato/  
a..... Prov. ....  
..... a.....

Resident Via ..... n°.....  
.....

CAP..... Prov.....  
..... Phone number.....

as .....

**ASKS**

That Mrs /  
sig.ra.....

Nato/  
a..... Prov. ....  
..... a.....

Resident Via ..... n°.....  
.....

CAP..... Prov.....  
..... Phone number.....

Affected  
by .....

Be hosted at this facility under the conditions indicated in  
the hospitality contract of which

declares to have received a copy and read it.

Freely gives consent to the processing of personal data  
according to the methods and for the purposes

referred to in law n.675/96.

s a n t AND in f | a  
d'Aspromonte.....Signature.....  
.....

The RSA Mons. Prof. A. Messina is conducting a periodic survey to evaluate the satisfaction of the services offered. Your valuable opinion can help us improve the service provided. We therefore ask you to express your opinion by marking the answer you deem most appropriate with an "X".

You can return the questionnaire by depositing it in the appropriate "binders" prepared in struFura.

### GENERAL INFORMATIONS

|  |   |  |
|--|---|--|
| Guest gender                                       | <input type="checkbox"/> male                 | <input type="checkbox"/> femmina               |
| Age in complete years                              | ____/____/____                                |  |
| Degree   | <input type="checkbox"/> nessuno              | <input type="checkbox"/> elementari            |
|  | <input type="checkbox"/> medie inf.           | <input type="checkbox"/> medie sup.            |
|  | <input type="checkbox"/> laurea               |  |
| Origin before hospitalization in struFura          | <input type="checkbox"/> domicilio            | <input type="checkbox"/> ospedale              |
|  | <input type="checkbox"/> another structure    |  |
| Work done (mostly)                                 | <input type="checkbox"/> nessuno              | <input type="checkbox"/> casalinga             |
|  | <input type="checkbox"/> impiegato            | <input type="checkbox"/> operaio               |
|  | <input type="checkbox"/> professional (spec.) | <input type="checkbox"/> altro                 |
| Duration of hospitalization                        | Frequency of visits from relatives            |  |
| <input type="checkbox"/> less than a month         | <input type="checkbox"/> for more than a year | <input type="checkbox"/> every day             |
| <input type="checkbox"/> from one to six months    | <input type="checkbox"/> more than 5 years    | <input type="checkbox"/> several times a month |
| <input type="checkbox"/> from six months to a year | <input type="checkbox"/> more than 10 years   | <input type="checkbox"/> once a month          |
|  | <input type="checkbox"/> where                | <input type="checkbox"/> unvolta               |
|  | <input type="checkbox"/> raramente            |  |

where

### STRUCTURE

#### EXCELLENT GOOD ACCEPTABLE POOR NOT

|                           | <input type="checkbox"/> |
|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Reachability              | <input type="checkbox"/> |
| Paths and internal spaces | <input type="checkbox"/> |
| Furnishings               | <input type="checkbox"/> |
| Toilet                    | <input type="checkbox"/> |

### HOSPITALITY

Before the reception, were you able to visit the struFura?

NO  YES

If the answer is negative, please specify the reason:

\_\_\_\_\_

At the time of admission, were you informed about the internal organization of the facility (medical examination hours, parental visits)?

NO  YES

At the time of admission, was the operator indicated to you in case of need?

NO  YES



How do you judge the activities and projects that take place in struFura?

̃ ̃ ̃ ̃ ̃

**DIRECTION**

**EXCELLENT GOOD ACCEPTABLE POOR NOT**

|                         |   |   |   |   |                |
|-------------------------|---|---|---|---|----------------|
| General impressions     | ̃ | ̃ | ̃ | ̃ | <b>SO</b><br>̃ |
| Troubleshoot any issues | ̃ | ̃ | ̃ | ̃ | ̃              |

**OBSERVATIONS**

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**COMPILER**

̃ independent guest ̃ guest with help from a family member  
̃ guest with the help of an operator ̃ family member

Sant'Eufemia D'Aspromonte Li \_\_\_\_/\_\_\_\_/\_\_\_\_

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