

Residenza Sanitaria Assistenziale
“Mons. Prof. Antonino Messina”



Service Charter







*La Vita in
Residenza Sanitaria...*

*...non anni alla vita,
ma vita agli anni.*

**Residenza Sanitaria Assistenziale
"Mons. Prof. Antonino Messina"
Sant'Eufemia d'Aspromonte**

Dear Madam/Sir,

we would like to present the Residenza Sanitaria Assistenziale "Mons. Prof. Antonino Messina" through the "Service Charter".

This document has been created in order to allow a first glimpse into the services offered by our Residenza and into the commitment made to ensure the highest quality standards.

The Charter is a guiding tool in the choice of the facility most adequate to your needs and expectations; we are aware that the entry of an elderly Person in a Nursing Home, even if determined by a severe deterioration of their health conditions and of their personal autonomy, represents a very difficult and delicate transition for you and your loved ones.

Our primary objective is to directly involve you in the management of your health or of that of your loved ones, establishing constant communication and discussion, for a constantly evolving service.

The General Director Lwy.
Rossana Panarello



Introduction

The Residenza Sanitaria Assistenziale “*Mons. Prof. Antonino Messina*”, hereinafter referred to as RSA or Residence, is an extra-hospital residential healthcare institution aimed at providing accommodation, healthcare services, assistance, functional recovery, and social integration, as well as prevention of further functional impairment for chronic conditions, for individuals who are no longer self-sufficient and cannot be assisted at home.



The Residence occupies a historic building that once belonged to the Ruffo di Calabria family and later to Father Antonino Messina, who, together with his sister Mattea, conceived the facility. Completely renovated in 2001, it is equipped with comfortable and well-appointed bedrooms, en-suite bathrooms, assisted bathing facilities, recreational rooms, reading and expressive arts rooms, a gym, a beauty corner, a coffee area, equipped terraces, a spacious winter garden, an outdoor garden, and a chapel for worship.

The need for high and continuous support for the residents is met through qualified personnel dedicated to personal care, ensuring optimal human and professional support, thereby enabling all non-self-sufficient individuals to find their own psychophysical balance. Activities are centered around the individual through the development of individualized care plans (PAI), professional integration, and a multidisciplinary approach, involving various professional figures who intervene in each individual case

This translates into:

- *focus on the assisted person;*
- *operational flexibility;*
- *stability of the care team.*

Residents of the Residence are ensured the respect of their rights, confidentiality, and the recognition of their individual personality and inclinations, also through personalized environments. The enhancement of each individual is achieved through physical care, as well as the promotion of their cultural, social, political, and religious heritage.



The Residence has been accredited by the Regional Health Department, is contracted with the Provincial Health Agency of Reggio Calabria, and holds international certifications UNI EN ISO 9001:2008 e UNI ISO 45001 attesting to the conformity of its quality management system.

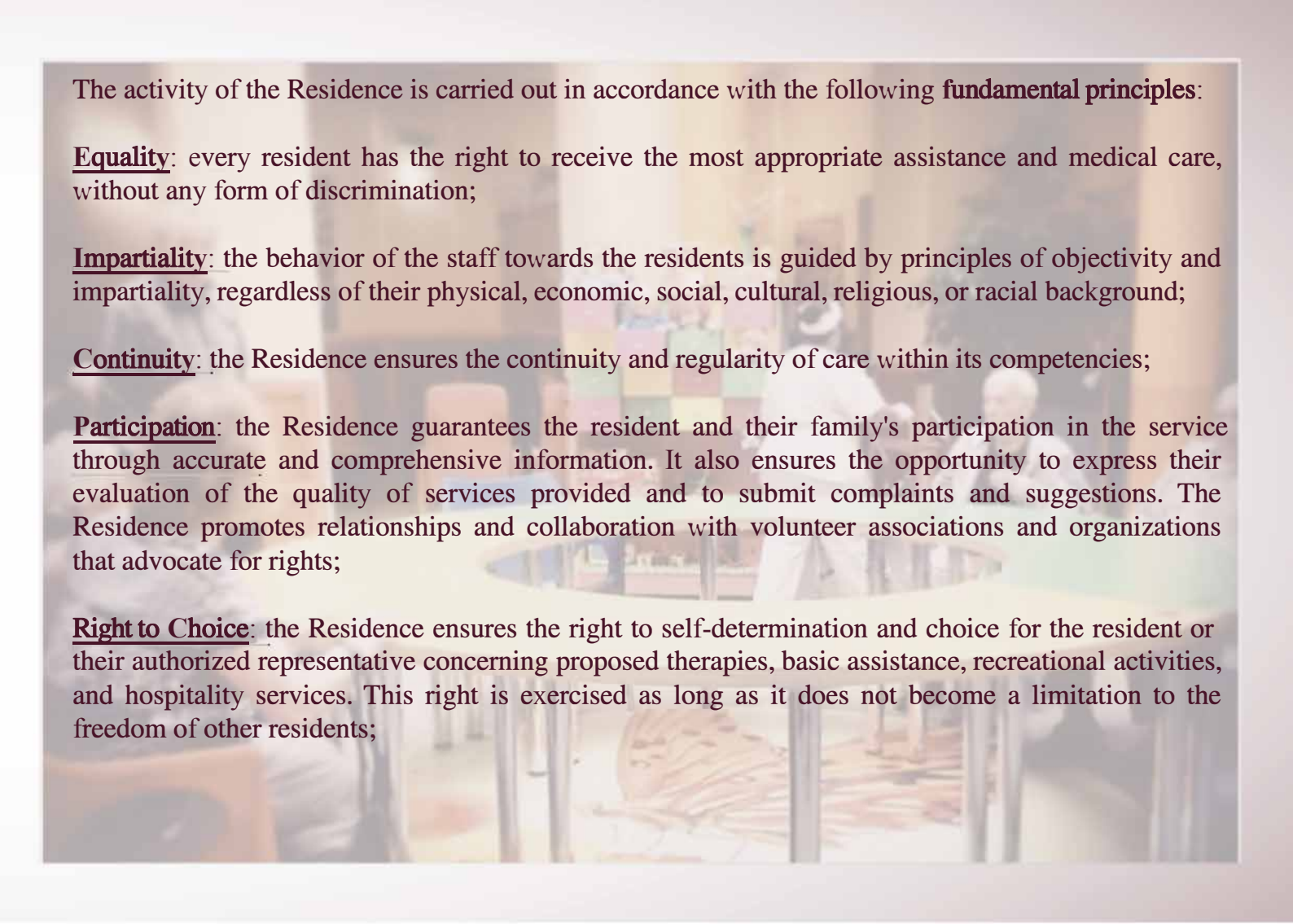


Mission, vision e principles

The Residenza Sanitaria Assistenziale “Mons. Prof. Antonino Messina” is inspired by a new model of health care on a human scale, capable of combining clinical results with humanity and expertise.

The model, based on shared values and processes, combines the appropriateness of care, personalized service, professional competence, comfortable environments, and constant dialogue and interaction among professionals to provide effective responses to an ever-increasing demand for assistance.

The mission of the Residence is to "enhance the quality of life of the frail elderly person through a path aimed at achieving increasing physical, psychological, and social well-being."



The activity of the Residence is carried out in accordance with the following **fundamental principles**:

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

Impartiality: the behavior of the staff towards the residents is guided by principles of objectivity and impartiality, regardless of their physical, economic, social, cultural, religious, or racial background;

Continuity: the Residence ensures the continuity and regularity of care within its competencies;

Participation: the Residence guarantees the resident and their family's participation in the service through accurate and comprehensive information. It also ensures the opportunity to express their evaluation of the quality of services provided and to submit complaints and suggestions. The Residence promotes relationships and collaboration with volunteer associations and organizations that advocate for rights;

Right to Choice: the Residence ensures the right to self-determination and choice for the resident or their authorized representative concerning proposed therapies, basic assistance, recreational activities, and hospitality services. This right is exercised as long as it does not become a limitation to the freedom of other residents;

Effectiveness and Efficiency: The service is organized to make the most cost-effective use of available resources, aiming to achieve the utmost satisfaction of the residents and their families while enhancing the professional development of the staff. Flexibility and innovation are also adopted as guiding principles.

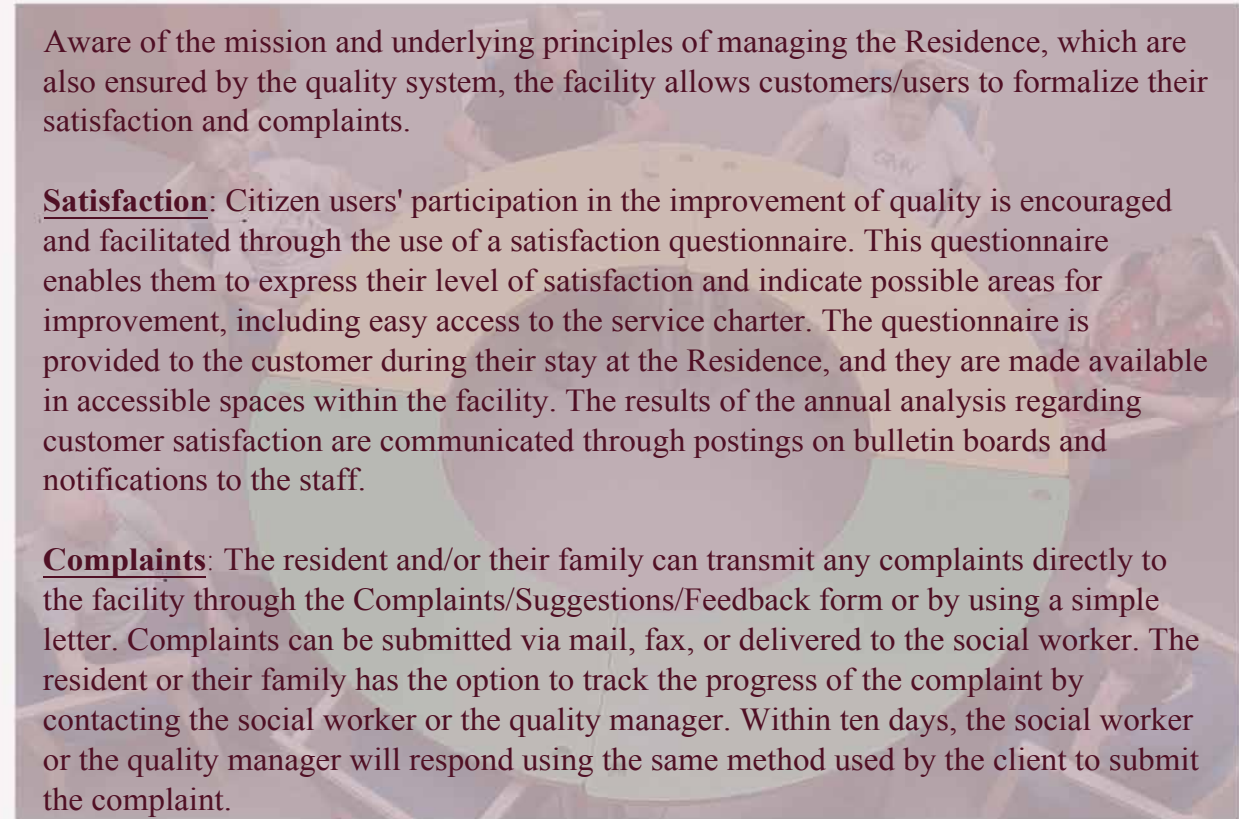
Confidentiality: The Residence ensures the confidentiality of information regarding the resident. All staff working within the facility are obliged to respect professional secrecy.



Humanization and Personalization: in delivering the service and formulating the care plan, the sole point of reference is the specificity of each individual patient or client, aiming to personalize the care and assistance as much as possible. The respect for the person's dignity, courtesy, availability, and attention to the environment are essential and non-negotiable factors in achieving and demonstrating the quality of service.

Clinical Risk: in providing the service, the facility adheres to the protocols established by the MINISTRY OF HEALTH concerning clinical risks, such as FALL PREVENTION, MEDICATION ADMINISTRATION, PATIENT VIOLENCE, ACTS OF VIOLENCE AGAINST STAFF, and any other adverse events that may lead to DEATH OR HARM TO THE PATIENT, etc. The director of health is responsible for managing clinical risk.

Protection of Personal Data: to ensure the protection of personal data and the confidentiality of individuals, in compliance with fundamental rights, the facility has implemented a PRIVACY system as prescribed by the current regulations.



Aware of the mission and underlying principles of managing the Residence, which are also ensured by the quality system, the facility allows customers/users to formalize their satisfaction and complaints.

Satisfaction: Citizen users' participation in the improvement of quality is encouraged and facilitated through the use of a satisfaction questionnaire. This questionnaire enables them to express their level of satisfaction and indicate possible areas for improvement, including easy access to the service charter. The questionnaire is provided to the customer during their stay at the Residence, and they are made available in accessible spaces within the facility. The results of the annual analysis regarding customer satisfaction are communicated through postings on bulletin boards and notifications to the staff.

Complaints: The resident and/or their family can transmit any complaints directly to the facility through the Complaints/Suggestions/Feedback form or by using a simple letter. Complaints can be submitted via mail, fax, or delivered to the social worker. The resident or their family has the option to track the progress of the complaint by contacting the social worker or the quality manager. Within ten days, the social worker or the quality manager will respond using the same method used by the client to submit the complaint.

Our team

The team of the RSA "Mons. Prof. Antonino Messina" is composed of highly specialized professional figures. Coordination and teamwork are the foundation of every activity.

General Management: CEO, Administrative Director, Medical Director.

Medical Staff: Medical Director, Internal Medical Responsible, External Consultant Specialists.

Non-Medical Staff: Psychologist, Rehabilitation Technician, Social Network Technician, Professional Educators, Nurses, Social and Healthcare Operators, Assistants, and Service Personnel.

To analyze the achieved results in relation to the mission, the facility employs tools specified by the Internal Quality System. To this end, the RSA has adopted protocols and operational procedures that promote internal communication, socio-health integration, personalized planning, intervention planning, and effectiveness and efficiency assessment.



Services offered and guaranteed activities

To the guests of the Residence, in accordance with and within the limits of regional and national regulations, are provided the following types of services:

Medical assistance

All residents benefit from internal healthcare services provided in accordance with the current regulations, as well as ordinary and specialized services offered by the National Health Service. The Residence is equipped with a responsible physician, a medical director, and a geriatrician, and may also engage other external specialist doctors when necessary. The responsible physician will oversee the resident's clinical condition. Before entering the RSA, the resident is required to indicate the name of the primary care physician affiliated with the National Health Service from whom they intend to receive medical services. During this time, they may also provide the name of an additional trusted healthcare professional.

Upon admission, the socio-healthcare team, led by the responsible physician, will develop an integrated Individual Care Plan,

which will be explained to the resident and/or their family to ensure their involvement in the care journey.

If the condition requires appropriate intensive and specialized medical assistance or treatment, as determined solely by the internal responsible physician, the resident will be referred to the appropriate healthcare facility or the relevant emergency department in case of urgency.

Nursing Care:

Throughout the stay, the resident will receive adequate nursing care (24 hours). The nursing staff ensures the following functions through personalized care planning:

- management of medications and medical-surgical aids;
- continuous and direct communication with the responsible physician, facilitating interaction with specialist doctors;
- collaboration with the basic care and rehabilitation staff.



Personal Assistance:

It is provided 24 hours a day by qualified caregivers who ensure:

- Assistance with all daily activities of the individual.
- Bed tidying.
- Changing of the residents' linens.
- Interventions to maintain the residents' independence.
- Participation in recreational and social activities, both within and outside the Residence, as per service organization.

Rehabilitation Service:

The mission of the rehabilitation service at the Residence is to maintain or restore the motor, cognitive, and orientation abilities of the residents. This is achieved through:

- Identification and implementation of appropriate rehabilitative interventions based on the diagnoses provided by the physician.
- Development of individual and group multidisciplinary rehabilitation programs.





- provision of support, consultation, and training for the care staff to ensure continuity in the recovery and maintenance of the residents' motor abilities;
- collaboration in identifying and providing aids, equipment, orthoses, and prosthetics necessary for the rehabilitation of the residents;
- responsibility for ensuring the proper and consistent application of mobilization procedures and correct positioning of the residents.

Entertainment activities

Animation plays a central role in the Residence. The fundamental and qualifying inspirations of humanizing care refer to animation as an essential and indispensable component of "care work," as it offers a "practice of time" that goes beyond mere waiting for the fulfillment of one's destiny but embodies continuity and a sense of living.

To achieve this, the animation service operates with dedication, warmth, and above all, a strong focus on planning. This is the only path to successfully meet the challenge of providing quality care for the elderly.





The Residence is equipped with Multisensory Spaces, such as a Snoezelen Bath, Snoezelen Room, a terrace designed for horticultural therapy, and a multi-sensory therapy bed. It also develops and researches innovative programs to support frailty. Within the scope of the animation service, the work of professional educators not only involves carrying out activities outlined in the program but primarily focuses on maintaining and developing daily interactions with the residents and encouraging socialization among them. Throughout the year, events are organized, and family members are also welcome to participate.

Social Activities:

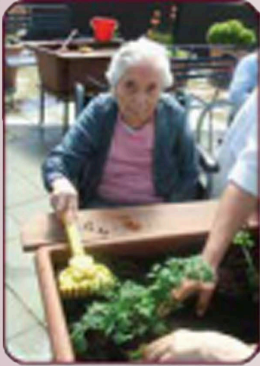
The social activity is overseen by the social worker, who maintains connections with the resident's socio-familial environment as well as with any external social and/or healthcare facilities.

Psychological Support:

A psychological support service is also available to the residents, offering counseling by qualified professionals. This service includes neuropsychological evaluations with the use of specific tests, supportive conversations, psychotherapy sessions, and group meetings.

Personal Laundry Services:

A laundry service for personal clothing is provided for the residents at their expense.



Dining service

We ensure full board treatment, which consists of scheduled meal times provided by the management, including:

- breakfast
- lunch
- afternoon snack
- dinner
- hydration program

Religious activity

Spiritual assistance is provided to the residents, respecting their individual religious inclinations. The residents, accompanied by educators or staff members, have access to the chapel within the facility to engage in prayer. Moreover, due to the proximity of the structure to the Church of St. Euphemia V.M. (located just 3 meters away), residents can be accompanied to attend church services if they wish.



Additional Services

The RSA completes its range of offered services with dietology, pharmacy, podiatry, hairdressing, transportation (shuttle, car, ambulance), as well as personalized home care services to facilitate admission to the Residence or return home (Assisted Journey Towards the Residence, Gentle Admission, and from the Residence back home, Gentle Return) in line with the principle of continuity of care.



How to be admitted

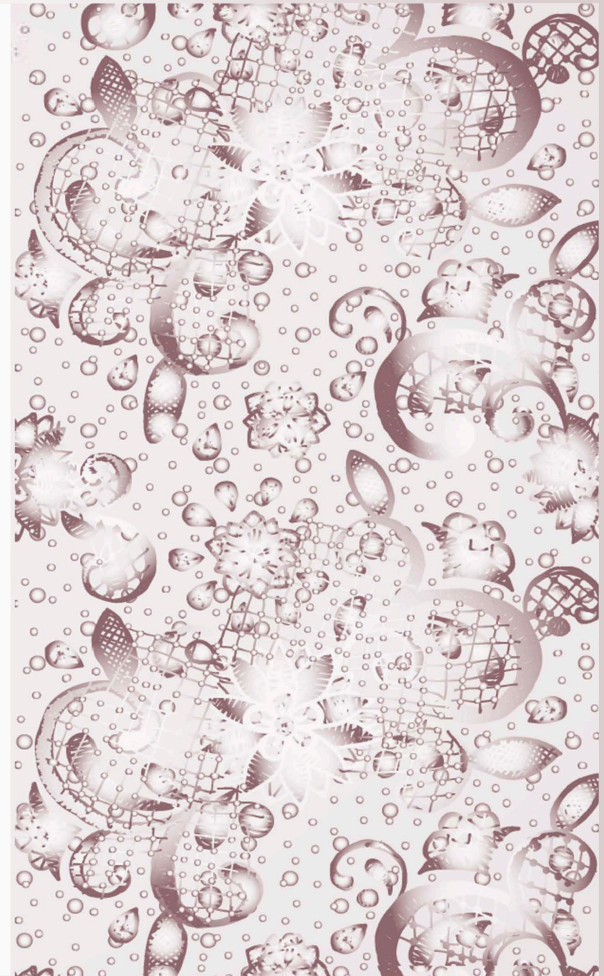
The application for admission to the Residential Care Facility must be prepared in accordance with the requirements of the regional regulations. The Public Relations Office of the Residence will provide information, appropriate forms, and explain the bureaucratic process required for admission to the waiting list, which falls under the absolute competence of the ASP (Azienda Sanitaria Provinciale) of Reggio Calabria. Admission is facilitated through the General Practitioner (GP) and evaluation by the Multidimensional Evaluation Unit (UVM) of the relevant Healthcare Company. Access can also be arranged through a hospital (protected discharge).

Documentation for Admission

1. authorization for admission issued by ASP (Healthcare Company);
2. ID or another document of personal identification accompanied by a photograph;
3. Tax identification number (codice fiscale);
4. Health insurance card (tessera sanitaria) or any other equivalent document;
5. Exemption certificate for healthcare expenses (if applicable);
6. Medical certificate stating the absence of acute infectious diseases;
7. Clinical records from previous hospitalizations and any available medical documentation.

These documents must remain with the RSA for the entire duration of the stay but will always be accessible to the resident or their delegate.

Admissions will be scheduled with the Healthcare Company, preferably in the morning after 10:30 AM, to allow everyone to carry out their activities.



Acceptance of Community Living and Daily Fees:

Before admission, the resident and their family member (or delegate) are required to familiarize themselves with the Residence and the norms of community living. This is achieved through the delivery and explanation of the "Internal Regulations," which is an integral part of this service charter. Additionally, the assistance agreement is signed. Upon admission, the resident is assigned a room, which they can personalize. However, if community living requirements necessitate it, a transfer to another room may be arranged.

The resident or their delegate is required to pay the daily fee, as determined in the admission order issued by the Healthcare Company, on a monthly basis. The fee, which will be updated annually with effect from January of each year, must be paid in advance within the first five days of each month, through bank transfer or by check. A receipt will be provided for the payment, and subsequently, an invoice will be sent. The administration commits to refunding the portion of the fee not utilized in the event of hospitalization, death, or early discharge.



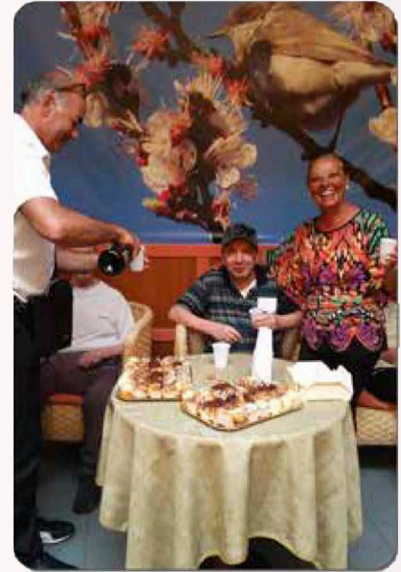
Visiting hours and relationship with relatives

It is possible to visit the residents every day. On weekdays, visits are allowed from 4:00 PM to 6:00 PM, and on holidays, from 11:00 AM to 12:00 PM and from 4:00 PM to 6:30 PM. The visiting hours must be observed to ensure and maintain tranquility during daily activities. Privacy will be ensured during visits through designated spaces.

The family can request in advance to have lunch or dinner with their relative, and the Residence also provides an annex for possible stays of family members. The resident can receive phone calls, and a video call service is available. To facilitate orientation for patients, families, and visitors, the Residence is equipped with clearly visible signage throughout the facility.

This service charter is published on the official website of the facility and available at access points, distributed according to the annual communication plan. It is subject to review and updating every year.

REV. 1/ 2023





Residential Care Facilities for the Elderly are places for the "Frail Elderly" who are unable to stay in their homes due to their vulnerabilities. These are environments where conditions are created for the elderly person to be accompanied throughout the day, cared for their health issues, and assisted in reclaiming spaces of freedom in an architecturally gentle and well-equipped setting. The Sanitary Residences are like "Crystal Containers," where the care for fragility allows the beauty of the crystal not to shatter.

Marco Trabucchi, Professor of Neuropsychopharmacology at the University of Rome "Tor Vergata".





*...non cercavo solo una casa, ma un posto dove,
nonostante le mie fragilità, Vivere ancora...*

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

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