



POLLENZA MUNICIPALITY

Province of Macerata

SERVICE CHARTER ASSISTENZA PROTETTA RIPRESENTAZIONE

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SERVICE CHARTER

RESIDENTIAL CARE HOME PROTECTION

THE HISTORICAL ROOTS AND CULTURE OF SERVICE TO THE COMMUNITY ()

The Pollenza retirement home for the elderly has its origins in the Opera Pia Fabiani Narducci di Pollenza, a charitable organisation founded in 1879 by Nico(a Fabiani and Gaetano Narducci in their respective wills. The administration of the Opera Pia was originally entrusted to the then Congregazione di Carità (Charity Congregation).

Subsequently, between the two wars, with the entry into force of Law No. 847/1937, the Congregation of Charity was abolished and replaced by the Municipal Welfare Agency, which absorbed all its powers, acquired its assets and took over the administration of all public welfare and charitable institutions, including the Opera Pia itself, which nevertheless retained its autonomy with regard to its assets.

The administrative functions relating to the organisation and provision of welfare and charitable services, except for those primarily involved in educational and religious activities, which until 1975 were the exclusive responsibility of the State, were then assigned to municipalities, pursuant to Article 118 of the Constitution, by Presidential Decree 616/1977, which assigned planning tasks in this area to the regions.

Along with the administrative functions relating to the above institutions, financial assets and personnel were also transferred to the municipalities.

In implementation of the aforementioned provisions, the administrative body of the Opera Pia "Fabiani Narducci" proposed the dissolution of the institution, and the Municipal Council of Pollenza expressed its favourable opinion on the matter.

By Decree of the President of the Marche Regional Council no. 19290 of 3/12/1984, the dissolution of the of the Opera Pia Fabiani Narducci - a retirement home for the elderly in Pollenza - with the simultaneous transfer of its functions, movable and immovable property, personnel and assets and liabilities to the Municipality of Pollenza, which took note of this with Council Resolution No. 33 of 22/2/1985.

VALUES

The principles and values that guide the planning and activities of the retirement home and sheltered accommodation of the Municipality of Pollenza are as follows:

- Equality: services are provided by adopting measures tailored to individual needs, through personalised care plans and activities, to allow everyone to benefit from the services without discrimination and in accordance with the right to health and care, ensuring equal treatment under the same conditions of service.
- ✓ Confidentiality: users have the right to privacy and protection of their personal data. Impartiality: in their conduct and actions towards users, staff operate with transparency and honesty, following criteria of objectivity, fairness and impartiality.
- ✓ Participation: users have the right to access information concerning them and may make suggestions for improving the service.
- ✓ Right to choose and to information This principle underpins the work of the APSP IRCR information services, which ensure that citizens are aware of the network of services available in the area, thereby guaranteeing the right to choose and, therefore, the right to self-determination of each individual.
- ✓ Effectiveness, efficiency and cost-effectiveness: The Municipality of Pollenza guarantees the principle of effectiveness by periodically verifying whether the objectives of well-being and health have been achieved. It also guarantees the principles of efficiency and cost-effectiveness by constantly verifying that operations are based on the best use of available resources to achieve the objectives.
- ✓ Integrated system of social interventions and services: The Municipality of Pollenza contributes to the creation of an integrated system of social interventions and services through coordinated policies and services in various areas of social life, integrating services for individuals and families with active programmes.
- ✓ Human resources training as an added value: The Municipality of Pollenza wants to create a business model capable of enhancing the many valuable experiences and skills acquired, in order to guarantee and maintain a high level of professionalism and motivation among its staff.

REVIEW CHART
RESIDENTIAL CARE HOME - PROTECTED

RESIDENCE

OBJECTIVES The Municipality of Pollenza carries out its activities with a view to continuous improvement, as established by Regional Council Resolution 1572/2019 "Accreditation Manual for Healthcare and Social-Healthcare Facilities." This requires that the facility managers, based on the guidelines provided by the Municipal Administration, set annual corporate objectives and verify their actual implementation. The following aspects are defined when setting corporate objectives:
Description of the objective

- and related process
- Proposing entity
- Party responsible for implementation
- Allocated resources (financial and human)
- Training needs
- Expected results
- Monitoring indicators
-

Every six months, the Head of Social Services monitors the status of the objectives achieved in order to carry out the following actions:

- x Periodic reporting to the Municipal Council Monitoring the progress of the work Calibrating priorities and operational choices
- Communicate clear directives to staff

AL STANDARDS APPLIED

The standards applied by the Municipality of Pollenza for the design and organisation of the services provided are mainly established by regional legislation on authorisation and accreditation, which precisely defines the requirements to be met:

A) Structural and technological

B) Technological systems

Organisational and quality standards

Below are the main reference regulations relating to the standards applied:

Tipologia di utenza	Ambito	Tipo	N°	Anno	Descrizione
	Authorisation/ Accreditation	LR	21	2016	Authorisations and institutional accreditation of public and private healthcare, social-healthcare and social facilities and services, and regulation of contractual agreements for public and private healthcare, social-healthcare and social facilities and services and private
	Accreditation	DGR	1572	2019	Accreditation Manual for healthcare and social-healthcare facilities referred to in Article 7, paragraph 1, letters a), b), e), d) and paragraph 2
	Authorisation	DGR	937	2020	Manual for the authorisation of residential services and semi-residential areas: non-hospital healthcare and social-healthcare - general requirements

REVIEW CHART
RESIDENTIAL CARE HOME - PROTECTED

		RESIDENCE			
Tfpo)ogitZ''''''Àmšito di utenza		Tipo	N°	Anno	Descrizior
Authorisation		DGR 938		2020	Manual Authorisation of healthcare facilities intensive and extensive non-hospital facilities, long-term care or maintenance and protection social and healthcare facilities, which provide residential and semi-residential services (part C: Specific requirements for facilities for the elderly/frail, adults (hospice-HIV patients))
Authorisation		DGR 940		2020	Requirements for the issue of authorisations and regulation of procedures relating to 'Social Facilities'

MONITORING OF ACTIVITIES

The organisation has determined the processes necessary for the quality management system and their application throughout the organisation.

In order to evaluate the performance and effectiveness of its processes and services, the organisation has determined:

- a) What needs to be monitored and measured;
- b) The methods for monitoring, measuring, analysing and evaluating, necessary to ensure valid results;
- c) When monitoring and measurement should be performed;
- d) When the results of monitoring and measurement need to be analysed and evaluated. The Organisation monitors and reviews:

Processes and services against policies, objectives, requirements and planned activities, and reports on the effectiveness and efficiency of performance.

Information concerning: External and internal factors

- Information concerning these interested parties and their relevant requirements Quality objectives
 - The compliance, effectiveness and efficiency of residential service processes
- The customer's perception of the extent to which their needs and expectations have been met

The organisation analyses and evaluates the data and information that emerges from monitoring and measurement, and uses this data and information to assess:

- The conformity of products and services; The degree of customer satisfaction;
- The performance and effectiveness of processes; The need for improvement.

RIGHT TO INFORMATION OF THE USER/FAMILY MEMBERS

Every Guest has the right to request and obtain accurate information regarding the acceptance and completion of bureaucratic and welfare procedures adopted by the Municipality of Pollenza in compliance with and using the following management tools:

- > Privacy protection
- > Informed consent
- > Reports and complaints
- > Access to guest health records Privacy protection

The Municipality of Pollenza considers the protection of its users' privacy to be very important. For this reason we operate in accordance with regulations, respecting and protecting the personal data we process.

SERVICECHARTER

The Organisation has adopted the measures deemed necessary in compliance with current legislation on the protection and processing of personal data (privacy), and in accordance with the principles of transparency and fairness. In particular, a comprehensive privacy policy has been prepared, in accordance with Articles 13 and 14 of EU Regulation 2016/679, which describes what personal data is collected, for what purposes, how and with what security measures we process it, to which third parties it may be disclosed, and what rights data subjects have in relation to the processing. The policy is available at the social services office, at the premises of the facility and on the institutional website of the Authority www.comune.pollenza.mc.it

Data Protection Officer (DPO)

The Municipality of Pollenza has appointed a data protection officer; for any information regarding the processing of personal data, including security policies and measures and the list of data processors, interested parties may contact the Head of Social Services on 0733548709 or at the email address vicesegretario@comune.pollenza.riic.it.

User rights

Users may exercise their rights at any time, pursuant to Articles 15 to 22 of EU Regulation 2016/679, namely:

1. Request confirmation of the existence or otherwise of personal data being processed;
2. Obtain information about the purposes of the processing, the categories of personal data processed, the recipients categories of recipients to whom the personal data have been or will be disclosed, the data retention period or the criteria used to determine it;
3. Update or rectify personal data so that it is always accurate;
4. Delete personal data when it is no longer necessary for the purposes of processing, if the legal conditions exist and processing is not justified by any other legitimate reason;
5. Restrict the processing of personal data, where the conditions exist, including inaccuracy, opposition to processing, unlawful processing.
6. Obtain data portability, where processing is based on a contract and using automated means, i.e. receive them in a structured, commonly used and machine-readable format, also for the purpose of transmitting them to another data controller;
7. Object to processing at any time, if the conditions exist, and also in the case of processing carried out by automated decision-making processes, including profiling.
8. Withdraw consent, if provided for specific processing activities. Withdrawal of consent does not affect the lawfulness of processing based on consent before its withdrawal;
9. The right to lodge a complaint with a Supervisory Authority: without prejudice to any other administrative or judicial remedy, the complaint may be lodged with the Data Protection Authority.

r informed consent

The Guest and his/her family members are informed in a clear, comprehensive and understandable manner about the care and healthcare services that will be provided to the Guest and any restrictive or invasive treatments that may be necessary. The organisation undertakes to obtain written consent to proceed in accordance with the terms and conditions described in a specific procedure.

Reports and complaints

In order to meet the needs of the person receiving care, their family and other interested parties through the service provided, constant and authentic communication is considered essential. Any critical comments are always evaluated as a contribution to continuous improvement.

In order to collect reports of any inefficiencies or suggestions, the Organisation has developed a specific 'Complaint' form.

The form is available at the following locations:

& Head of Social Services - Piazza della Libertà, n. 16 - Pollenza (MC)
Piazza della Libertà, n. 16 - Pollenza (MC)

The Management undertakes to take charge of any reports received and to provide a timely response.

Access to the guest's health records

Guests and family members may access health records upon formal request to the Municipality of Pollenza, which undertakes to comply in accordance with current legislation.

L INSURANCE COVERAGE

Insurance coverage provided by the Municipality of Pollenza:

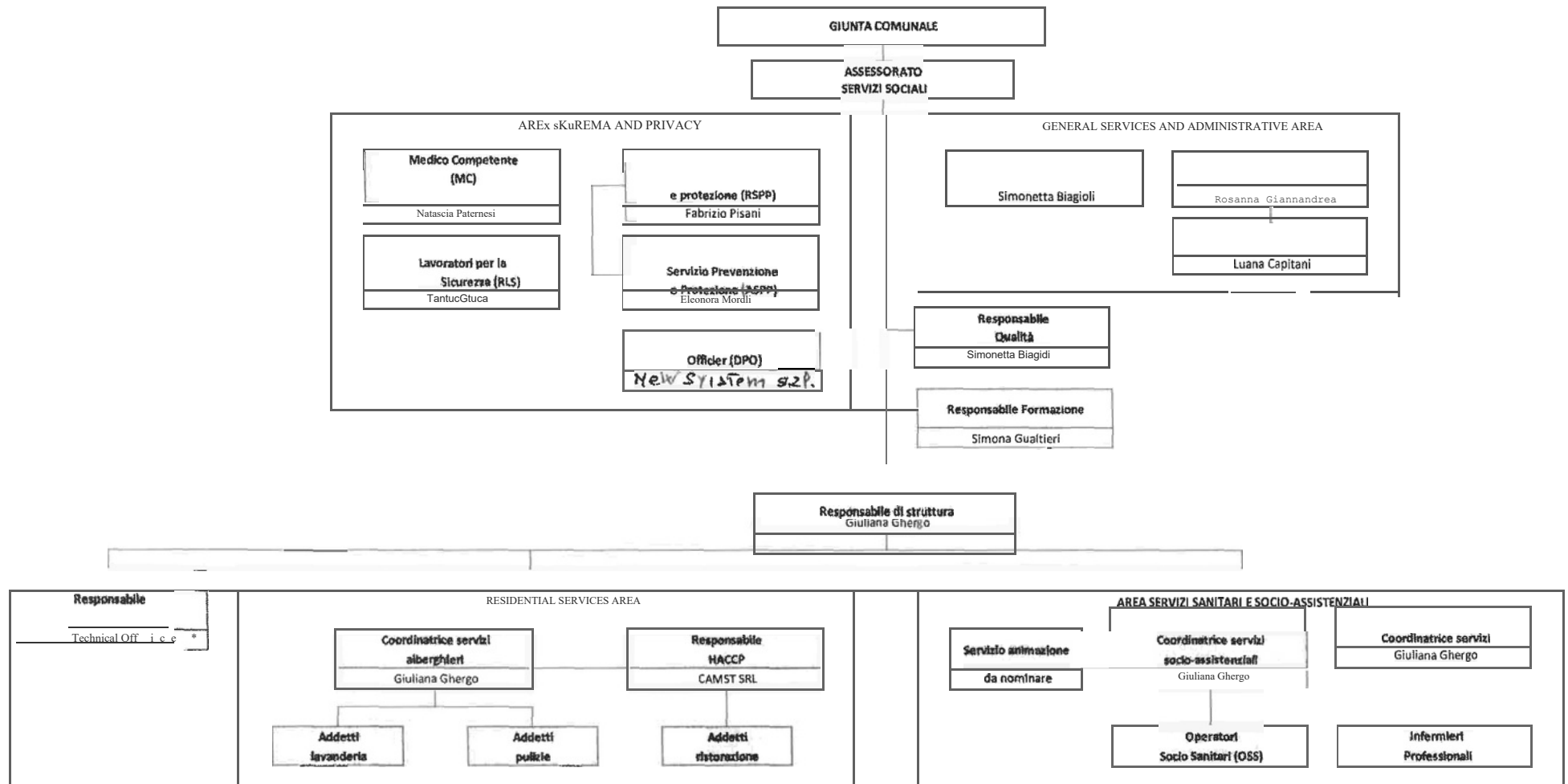
- Driver accidents and cumulative accidents
- RCT/o Public Bodies
- Fire
- RCA L.M./CVT
- All risks

'S ORGANISATIONAL STRUCTURE GENERAL

Organisational chart

The staffing levels of the Municipality of Pollenza, referring to personnel requirements within the residential structure, are shown below:

CHARTER OF SERVICES
CASA DIRIPOSO- RESIDENZAPROTETTA



CARD S SERVICES
RESI DEN ZA PROT ETTA

Internal stakeholders Internal stakeholders have been identified in order to analyse their expectations and choose which of these to incorporate into the system, elevating them to compliance obligations: once formalised as compliance obligations, these expectations become, to all intents and purposes, Integrated Management System requirements, similar to a regulatory requirement. The identification of internal stakeholder requirements is carried out on the basis of: Information and

elements collected by the various managers

- The historical trend of monitoring data on specific aspects Contractual requirements
- Requests made during inspections, audits, visits by interested parties (bodies, control bodies, customers, etc.)
- Internal reports from workers and the RLS

PA. / PARTI INTERNE INTERESATE	ASPETTIATIVE
Municipal Council	Achievement of general objectives Regulatory compliance Compliance with quality policy
Head of Social Services	Process effectiveness and efficiency Customer satisfaction Continuous improvement
Auditor	Financial correctness of the Municipality of Pollenza Productivity and cost-effectiveness of management Correspondence of the financial statements to the results of operations
Workers' representative for Safety (RLS)	Legislative compliance in matters of safety
Head of the (RSPP)	Legislative compliance in the field of safety
Employees	Job retention Suitable working environment Skills development
Users	Satisfactory social and health care services Social and health care services that meet their needs Provision of social and health care services in a safe manner and in compliance with nationally and internationally recognised care standards

Professional figures

The Municipal Council, after consulting with the Municipal Secretary — Head of Personnel Services, establishes staffing limits according to criteria of cost-effectiveness, efficiency and effectiveness, based on actual functional needs related to corporate objectives and service levels, and periodically reviews these limits for adequacy.

The Staff Regulations establish, in accordance with national and regional legislation and in compliance with collective bargaining agreements, the rules governing employment relationships with the Municipality of Pollenza.

The Municipality of Pollenza ensures the professional growth and continuous training of its staff, including through the organisation of training activities in consortium or directly.

The Municipality of Pollenza recognises the local and company trade unions that are signatories to national agreements as necessary interlocutors for all matters concerning personnel and work organisation.

CARD S SERVICES
RESI DEN ZA PROT ETTA

The professional figures of the Municipality of Pollenza are:

MANAGEMENT
Municipal Secretary
ADMINISTRATIVE FUNCTIONAL AREA
Head of General Affairs Office Administrative staff Social worker
Head of Finance Office and Staff
Technical and Property Office Representative and Assistant
RESIDENTIAL SERVICES FOR THE ELDERLY
Head of Social Services
Facility manager
Social worker
Nurses
Healthcare assistants

Staff training

The organisation defines and reviews the knowledge and skills required for each professional role based on appropriate levels of education, training or experience.

The organisation aims to ensure the satisfaction of all staff by enabling each individual to increase their knowledge, competence and awareness of the importance of their work in achieving the objectives of the service.

In this sense, the organisation's goal is to promote, plan and carry out systematic training and professional development activities for its employees, evaluating their effectiveness.

Training takes place both through the organisation of specific training events and through the mentoring of new recruits and regular staff meetings.

GENERAL METHODOLOGICAL ASPECTS OF INTERVENTION AND CARE FOR THOSE TAKEN IN

I care for the elderly

The care provided by the Municipality of Pollenza to elderly people follows an integrated approach in order to enhance all aspects of the person.

In residential services, multi-professional teams guarantee comprehensive and individualised care, in line with the principle of social and health integration.

The integrated team identifies and assesses the needs of beneficiaries and evaluates their living conditions and family context. Based on these assessments, the team defines the Individualised Care Plan (ICP), which specifies all the interventions necessary to meet social, health and care needs.

The strengths of the care method adopted by the Municipality of Pollenza are as follows:

- Multi-professional teams capable of assessing the person from all angles, using a comprehensive tool such as the social and health care record;

- Individualised care plans, developed on the basis of professional assessments and capable of adapting to the specific and changing needs of the family, tailoring the response and timing to the need and not the other way around; Constant monitoring capable of promptly identifying warning signs, decoding them and preparing preventive interventions.

SERVICE CHARTER
CASA D I RI POS O - PROTECTED RESIDENCE

DESCRIPTION OF RESIDENTIAL SERVICES FOR THE ELDERLY (R3 - CR)

St. RVTEI I	ER ANZIANI	RESIDENZA PROTETTA	D6R ANZIANI MIX	N AUTOSUFFICIE	NTI - R	3
Purpose and characteristics of the service		The sheltered residence is a facility with a high level of social and health integration.				
Type of users		People who are not self-sufficient, with physical, mental, sensory or mixed conditions, who cannot be cared for at home and do not require complex healthcare services.				
How to access services		<p>To access the "Residenza Protetta" service, you must submit a specific application for admission at the Social Services office of the Municipality of Pollenza located in Piazza della Libertà, no. 16, the Social Services offices of the municipalities belonging to ATS XV and the bodies affiliated with the same area.</p> <p>The contact details for the social services of the Municipality of Pollenza are as follows: Tel: 0733/548725 Email: assistentesociale@comune.pollenza.mc.it</p> <p>Applications for admission to services for the elderly must be submitted by the person concerned and by the elderly person's co-obligated party (relative within the 4th degree, relative by marriage within the 2nd degree, support administrator, guardian).</p> <p>By using the social services offices of the municipalities of Social Territory No. XV to submit the application online, it is possible to be included in all the waiting lists of facilities for the elderly belonging to ATS XV - Macerata.</p> <p>The following documents must be attached to the application for admission:</p> <ul style="list-style-type: none"> -Certificate issued by your GP on the appropriate form -Copy of the applicant's valid identity document -Copy of the applicant's health card -Copy of the appointment report of the support administrator or guardian drawn up by the competent court Copy of the jointly liable party's valid identity document 				
The criteria for forming of the ranking and management of the waiting lists		<p>The entry ranking is generated by assigning points based on the following requirements:</p> <ul style="list-style-type: none"> -Date of application submission. -Citizens residing in the Municipality of Pollenza -Reports sent by the social services of the municipality of residence or the relevant ASUR (Local Health Authority) for individuals over the age of 65 who are not self-sufficient and who, due to their fragile condition, are under the care of the aforementioned offices. 				
Age groups Reference age groups for admission		Seniors over the age of 65.				
Social and health services	Care services Assistance	<p>The service, provided by social and health care staff (OSS), guarantees the following activities:</p> <ul style="list-style-type: none"> -Personal care and hygiene for guests, using techniques and methods aimed at protecting and maintaining functional autonomy -Assistance to guests in all daily living activities -Interventions to encourage socialisation among users -Collaboration with other professionals (administrative staff, general practitioners, professional nurses, etc.) to implement and verify the quality of the service Identification of the needs of each individual user in order to develop the P.A.! (Individualised Care Plan) 				

SERVICE CHARTER
RESIDENTIAL CARE HOME - PROTECTED
RESIDENCE

		Care Plan) and collaboration to achieve the objectives set out therein.
	Nursing services	Nursing care is provided by suitably qualified personnel and consists of administering prescribed medicines and carrying out other treatments and procedures prescribed by the general practitioner or useful for the ordinary healthcare of the Guest.
Catering services	Catering services	The service is managed through a contract with a company in the sector, which, with suitably trained staff, manages the kitchen in equipped premises within the facility, preparing meals for guests and ensuring compliance with individual diets. Meals are distributed by the nursing staff and healthcare assistants of the facility. Guests are served three meals a day (breakfast, lunch and dinner) and are provided with drinks throughout the morning and afternoon. Meals are served in the dining room or in the rooms according to the needs of the users and under the supervision of staff. The following types of diet are available: Normal, Soft, Semi-liquid, Liquid
	Cleaning service	The cleaning service ensures the hygiene of the guests' living areas.
	Wardrobe - laundry service	The service includes the cleaning of each user's personal clothing. Users will be issued with an identification code, which will allow staff to return and neatly arrange clean clothes in individual wardrobes. In addition, the wardrobe and laundry service includes changing bed linen whenever the situation requires it.
	Hairdressing and barber service	In order to ensure that the elderly receive the best possible personal care, the fee includes a hairdressing service consisting of washing, cutting and styling as needed and based on a schedule of appointments. Any services requested by interested parties outside of the aforementioned schedule arranged directly with the hairdresser/barber are at the guest's expense.
	Podiatry service	The monthly fee includes podiatry services as needed to meet the needs of elderly people with problems such as ingrown toenails, calluses and hyperkeratosis (corns), which often cause walking difficulties.
	Recreational services	The recreational activities that take place in the facility are approximately as follows: - Birthday celebrations - Listening to music - Board games - Holiday events - Film screenings
	Religious services	A chaplain celebrates weekly liturgy for the residents of the facility. Staff shifts are defined and
	Staff shifts	reviewed periodically in order to guarantee the expected daily care times for each individual user.
	Hospitality contract	Upon admission, the elderly person and the jointly liable party must sign a specific agreement that includes the service charter and service regulations as an integral part. This agreement specifies the rights and duties of users and the methods of cost sharing for guests.

SERVICE CHARTER
RESIDENTIAL CARE HOME - PROTECTED

RESIDENCE

RESIDENZA PROTETTA PER ANZIANI NON AUTOSUFFICIENTI – R3	
<p>Methods and rules for the admission and stay of</p> <p>Upon admission, a social and health care file is opened and an individual</p>	<p>Upon admission, a social and health care file is opened and an individualised care plan is defined with the involvement of the following parties:</p> <ul style="list-style-type: none"> -General Practitioner -Facility manager -Nursing staff -Healthcare Assistant -User's family member
<p>Methods of participation of the</p> <p>The facility manager is available to family members of guests to communicate any reports</p>	<p>The facility manager is available to guests' family members to communicate any reports relating to the services provided or to propose initiatives for family participation in the community life of guests.</p>
<p>Methods and times for access to the user's personal documentation</p>	<p>In order to access documents, a formal request can be made by filling in the appropriate forms.</p>
<p>Organisation and rules of community life</p>	<p>The main rules of community life are as follows and are detailed in the facility's regulations:</p> <ul style="list-style-type: none"> -Placement of guests: When an elderly person enters the facility, the Facility Manager is responsible for the logistical organisation of the spaces and the assignment of beds and roommates, trying to respond as much as possible to the needs and character of the person. The Facility Manager reserves the exclusive right to make changes if he or she deems it necessary. -Guests and family members are required to respect the staff and the facility (furniture, equipment, etc.). -Respect for the privacy of other users. -Use of the television: one television may be placed in each room. -Alcohol and medication: guests are not permitted to bring alcoholic beverages or medication onto the premises. Medication is administered solely by staff members upon medical prescription. -Smoking: smoking is prohibited in all areas of the facility. -Private assistance to guests: External personnel are allowed on the premises to provide social and health care assistance to guests in accordance with the procedures and limits set out in the Regulations. -Guests may leave the facility after notifying the nursing staff.
<p>Visits from relatives and acquaintances of guests</p>	<p>Visiting hours are set by the facility and communicated to family members through special signage.</p>
<p>Contributions payable by guests</p>	<p>The daily fee is €42.16 for resident guests and €43.16 for non-resident guests. A security deposit equal to two months' fees must be paid before admission to the facility. The amount will be re-evaluated annually in relation to the Istat variation index or as a result of a specific decision by the Municipal Council.</p>

SERVICE CHARTER

<p>Purpose and characteristics of the service</p>	<p>The retirement home is a residential facility offering hotel-style accommodation for self-sufficient elderly people who, by choice, prefer to have communal services or who, due to senility, loneliness or other reasons, require protection throughout the day and community and communal services. Self-sufficient elderly people who, by choice, prefer to have communal services or who, due to senility, loneliness or other reasons, require guarantees of protection throughout the day and communal and collective services. To</p>
<p>Type of users</p>	<p>How to access the "Residenza Protetta" service, you must submit a specific application for admission to the Social Services office of the Municipality of Pollenza located in Piazza della Libertà, no. 16, the Social Services offices of the municipalities belonging to ATS XV and the bodies affiliated with the same area. The contact details for the social services of the Municipality of Pollenza are as follows: Tel: 0733/548725</p>
<p>access the services</p>	<p>Email: 6Ssist<?nt•sociale@com M e.pollenza.mc.it</p> <hr/> <p>Applications for admission to services for the elderly must be submitted by the person concerned and by the elderly person's co-obligated party (relative within the 4th degree, relative by marriage within the 2nd degree, support administrator, guardian). By using the social services offices of the municipalities of the Social Territorial Area to submit the application online, it is possible to be included in all the waiting lists of facilities for the elderly belonging to ATS XV - Macerata.</p> <p>The following documents must be attached to the application for admission:</p> <ul style="list-style-type: none"> -Certificate issued by the general practitioner on the appropriate form -Copy of the applicant's valid identity document -Copy of the applicant's health card -Copy of the appointment report of the support administrator or guardian drawn up by the competent court -Copy of the jointly liable party's valid identity document <p>The entry ranking is generated by assigning points based on the following requirements:</p> <ul style="list-style-type: none"> -Date of application submission. -Citizens residing in the Municipality of Pollenza -Reports sent by the social services of the municipality of residence or the relevant ASUR
<p>Criteria for ranking and managing waiting lists</p>	<p>(Local Health Authority) for individuals over the age of 65 who are not self-sufficient and who, due to their fragile condition, are under the care of the aforementioned offices. Seniors over the age of 65.</p>
<p>Age groups for care</p>	<p>The service, through social and health care personnel (OSS), guarantees the following activities:</p> <ul style="list-style-type: none"> - The care and personal hygiene of the guest using techniques and methods aimed at protecting and maintaining functional autonomy
<p>care</p>	<ul style="list-style-type: none"> - Assistance to guests in all daily living activities - Interventions to encourage socialisation among users
<p>Services +•</p>	<p>Servizi</p> <p>II Collaboration with other professionals (administrative staff, general practitioners, professional nurses, etc.) to implement and verify the quality of the</p>

SERVICE CHARTER
RESIDENTIAL CARE HOME - RESIDENCE

		<p>service</p> <ul style="list-style-type: none"> - Identification of the needs of each individual user in order to develop the P.A.I. (Personalised Care Plan) and collaboration to achieve the objectives set out in the plan.
	Nursing services	<p>Nursing care is provided by suitably qualified personnel and consists of administering prescribed medicines and carrying out other treatments and procedures prescribed by the general practitioner or useful for the ordinary health protection of the Guest.</p>
Catering services	Catering services	<p>The service is managed through a contract with a company in the sector, which, with suitably trained staff, manages the kitchen in equipped premises within the facility and prepares meals for guests, ensuring that individual diets are respected.</p> <p>properly trained staff, manages the kitchen in equipped premises within the facility, preparing meals for guests and ensuring that individual diets are respected. Meals are distributed by the facility's nursing staff and healthcare assistants. Guests are served three meals a day (breakfast, lunch and dinner) and are provided with fluids throughout the morning and afternoon.</p> <p>Meals are served in the dining room or in the rooms according to the needs of the users and under the supervision of the staff.</p> <p>The following types of diet are available: Normal, Soft, Semi-liquid, Liquid</p>
	Cleaning	<p>The cleaning service ensures the hygiene of the guests' living areas.</p>
	Wardrobe - Laundry	<p>The service includes the cleaning of each user's personal clothing. Users will be issued with an identification code, which will allow staff to return and neatly arrange clean clothes in individual wardrobes. In addition, the wardrobe and laundry service includes the changing of flat linen whenever the situation requires it.</p>
	Hairdressing service and barber shop	<p>In order to ensure that elderly residents receive the best possible personal care, the fee includes a hairdressing service consisting of washing, cutting and styling as needed and based on a schedule of appointments. Any services requested by interested parties outside of the aforementioned schedule agreed directly with the hairdresser-barber are at the guest's expense.</p>
	Podiatry service	<p>The monthly fee includes podiatry services as needed to meet the needs of elderly people with problems such as ingrown toenails, calluses, hyperkeratosis (calluses), which often cause walking problems.</p>
	Recreational services	<p>The recreational activities that take place at the facility are approximately as follows :</p> <ul style="list-style-type: none"> - Birthday celebrations - Listening to music - Boardgames - Holiday events - Film viewings
	Religious services	<p>A chaplain celebrates weekly liturgy for the residents of the facility.</p>
	Staff shifts	<p>Staff shifts are defined and reviewed periodically in order to ensure that the expected level of care for each individual user is provided on a daily basis.</p>
	Hospitality contract	<p>Upon admission, the elderly person and the jointly liable party must sign a specific agreement that includes the service charter services and the Service Regulations. Through this agreement, the following are</p>

CA RTA EJ EI SERVICES
CASA DI RI POSO - RESIDENCE P 8 01 ETTA

SERVIZIO	<p style="text-align: center;">_____ specifies the rights and duties of users and the methods of co-participation to be borne by guests.</p> <p>specifies the rights and duties of users and the terms of co-participation payable by guests.</p>
Methods and rules for admission and stay of users	<p>Upon admission, a social and health care file is opened and an individualised care plan is defined with the involvement of the following parties:</p> <ul style="list-style-type: none"> -General Practitioner -Facility manager -Nursing staff -Healthcare assistant - Family member of the user
Methods of family participation family	The facility manager is available to guests' family members to communicate any reports relating to the services provided or to propose initiatives for the family to participate in the community life of the guests.
Methods and times of access to the user's personal documentation	In order to access documents, a formal request can be made by completing the appropriate forms.
Organisation and rules of community life	<p>The main rules of community life are as follows and are detailed in the facility regulations:</p> <p>Guest placement: When an elderly person enters the facility, the facility manager is responsible for organising the logistics of the spaces and assigning beds and roommates, trying to respond as much as possible to the needs and character of the person. The manager reserves the exclusive right to make changes if he or she deems it necessary.</p> <ul style="list-style-type: none"> -Guests and family members are required to respect the staff and the facility (furniture, equipment, etc.). -Respect for the privacy of other users. -Use of the television: one television may be placed per room. -Alcohol and medication: it is forbidden to bring alcoholic beverages and medication to guests. Medication is administered only by the institution's staff upon medical prescription. -Smoking: smoking is prohibited in all areas of the facility. -Private care for guests: External personnel are permitted on the premises to provide social and health care to guests in accordance with the procedures and limits set out in the Regulations. -Guests may leave the facility after notifying the nursing staff.
Visits from relatives and acquaintances of guests	Visiting hours are established by the facility and communicated to family members through appropriate signage.
Contributions payable by guests	<p>The daily fee is €34.40 for guests residing in the municipality of Pollenza and €34.40 for non-residents.</p> <p>Before admission to the facility, a security deposit equal to two months' fees must be paid.</p> <p>The amount will be re-evaluated annually in relation to the Istat variation index or as a result of a specific decision by the Municipal Council.</p>

REVISION CHART

<p>Purpose and characteristics of the service</p>	<p>Temporary accommodation in a sheltered residence or nursing home allows carers to receive support in caring for elderly people through temporary hospitality.</p>
<p>Type of users</p>	<p>People who are not self-sufficient, with stabilised physical, mental, sensory or mixed conditions that cannot be treated at home and who do not require complex healthcare services. Self-sufficient individuals.</p> <p>6 months</p>
<p>Maximum duration Hospitality</p>	
<p>How to access services</p>	<p>To access the "Residenza Protetta" service, you must submit a specific application for admission to the Social Services office of the Municipality of Pollenza located in Piazza della Libertà, no. 16, the Social Services offices of the municipalities belonging to ATS XV and the bodies affiliated with it.</p> <p>The contact details for the social services department of the Municipality of Pollenza are as follows: Tel: 0733/548725 Email: assistentesociale@comune.Pollenza.tc.it</p> <p>Applications for admission to services for the elderly must be submitted by the person concerned and by the elderly person's co-obligated party (relative within the 4th degree, relative by marriage within the 2nd degree, support administrator, guardian).</p> <p>By using the social services offices of the municipalities of the XV Social Territorial Area to submit your application online, you can be added to all the waiting lists for facilities for the elderly belonging to ATS XV – Macerata.</p> <p>The following documents must be attached to the application form: Certificate issued by your GP on the appropriate form</p> <ul style="list-style-type: none"> -Copy of the applicant's valid identity document -Copy of the applicant's health card -Certified copy of the appointment of the support administrator or guardian issued by the competent court -Copy of valid identity document of the jointly liable co-obligor
<p>Criteria for ranking and managing waiting lists waiting lists</p>	<p>The entry ranking list is generated by assigning points based on the following requirements:</p> <ul style="list-style-type: none"> -Date of application submission. -Citizens residing in the Municipality of Pollenza -Reports sent by the social services of the municipality of residence or the relevant ASUR (Local Health Authority) for individuals over the age of 65 who are not self-sufficient and who, due to their fragile condition, are under the care of the aforementioned offices.
<p>Age groups reference of reception</p>	<p>Seniors over the age of 65.</p>

CARD OF SERVICES
RESIDENZA PROTETTA

		RICOVERO TEMPORALE
Social and health services	Servizi assistenziali	<p>The service, provided by social and healthcare personnel (OSS), guarantees the following activities:</p> <ul style="list-style-type: none"> -Personal care and hygiene for guests, using techniques and methods aimed at protecting and maintaining functional autonomy -Assistance to guests in all daily activities -Interventions to encourage socialisation among users -Collaboration with other professionals (administrative staff, general practitioners, professional nurses, etc.) to implement and verify the quality of the service -Identification of the needs of each individual user in order to develop an Individualised Care Plan (ICP) and collaboration to achieve the objectives set out therein. <p>Nursing care is provided by suitably qualified staff and consists of administering prescribed medication and carrying out other treatments and procedures prescribed by</p>
	Servizi Nursing	<p>the general practitioner or necessary for the ordinary health care of the guest. In the case of self-sufficient elderly people, nursing care is only provided when needed.</p> <p>The service is managed through a contract with a company in the sector which, with suitably trained staff, manages the kitchen in equipped premises within the facility, preparing and distributing meals for guests, ensuring compliance with individual diets.</p>
Hotel services	Catering service	<p>Guests are served three meals a day (breakfast, lunch and dinner) and are provided with drinks throughout the morning and afternoon.</p> <p>Meals are served in the dining room or in the rooms according to the needs of the users and under the supervision of staff. The following types of diet are available: Normal, Soft, Semi-liquid, Liquid</p> <p>The cleaning service ensures the hygiene of the guests' living areas.</p> <p>The service includes cleaning each user's personal clothing. Users will be given an identification code, which will allow staff to return and neatly arrange clean clothes in individual wardrobes. In addition, the wardrobe and laundry service includes changing flat linen whenever necessary.</p>
	Cleaning service	<p>In order to ensure that elderly people receive the best possible personal care, a hairdressing service is included, consisting of washing, cutting and styling as required and based on a</p>
	Wardrobe and laundry service	
	laundry service	<p>schedule of appointments. Any services requested by guests outside of the aforementioned schedule agreed directly with the hairdresser/barber are at the guest's expense. The monthly fee includes podiatry services as needed to meet the needs of elderly people with problems such as ingrown toenails, calluses and hyperkeratosis (corns), which often cause walking difficulties.</p>
Hairdressing service and barber service	<p>The recreational activities that take place in the facility are approximately as follows:</p> <ul style="list-style-type: none"> -Birthday celebrations -Listening to music -Board games -Holiday events -Film screenings 	
Podiatry service		
Recreational services		
Religious services	<p>Chaplain set i ana celebrates liturgy for the of the structure</p>	
Staff shifts Hospitality contract	<p>Staff shifts are defined and reviewed periodically in order to guarantee the expected daily care times for each user.</p> <p>Upon admission, the elderly person and the jointly liable party must sign a specific agreement that includes the service charter and the</p>	

SERVICE CHARTER
HOUSING RESIDENTIAL CARE HOME

SERVICES FOR INZIJINI	RICOVERI TEH PORANE 3
	Facility regulations. The above agreement specifies the rights and duties of users and the terms and conditions of participation for guests.
Terms and conditions for the admission and stay of users	Upon admission, a social and health care file is opened and an individualised care plan is defined with the involvement of the following parties: -General Practitioner -Facility Manager -Nursing Staff -Healthcare Assistant -User's family member
Methods of family participation Family	The facility manager is available to guests' family members to communicate any reports relating to the services provided or to propose initiatives for family participation in the community life of guests.
Methods and times of access to the user's personal documentation	In order to access documents, it is possible to submit a formal request by filling in the appropriate forms and following the instructions provided.
Organisation and rules of community life	<p>The main rules of community life are as follows and are detailed in the facility's regulations:</p> <ul style="list-style-type: none"> -Guest placement: Upon admission, the facility manager is responsible for organising the logistics of the space and assigning beds and roommates, trying to meet the needs and personality of each individual as much as possible. The manager reserves the exclusive right to make changes if deemed necessary. -Guests and family members are required to respect the staff and the facility (furniture, equipment, etc.). -Respect for the privacy of other users. -Use of the television: one television may be placed per room. -Alcohol and medication: it is forbidden to bring alcoholic beverages and medication to guests. Medication is administered only by the institution's staff upon medical prescription. -Smoking: smoking is prohibited in all areas of the facility. -Private assistance to guests: External personnel are allowed on the premises to provide social and health care assistance to guests in accordance with the procedures and limits set out in the Regulations. -Guests may leave the facility after notifying the nursing staff.
Visits from relatives and acquaintances of ospiti	Visiting hours are established by the facility and communicated to family members through appropriate signage.
Contributions payable by guests	<p>The daily fee is €64.52 for a maximum of 6 months.</p> <p>An additional period of up to 2 months may be granted following justified requests and specific assessment by the staff in charge.</p> <p>The amount will be reviewed annually in relation to the Istat variation index or specific resolution of the Municipal Council.</p>

