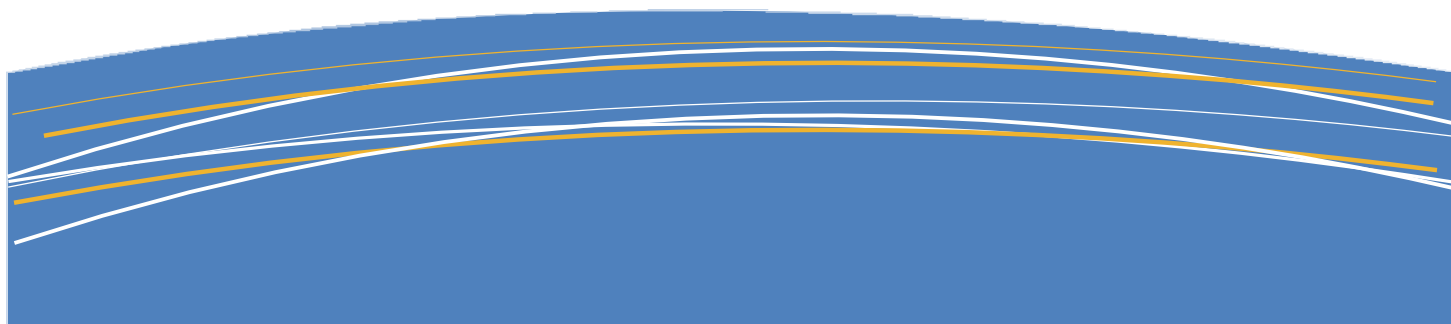


Service Chart

UNITA' DI CONVIVENZA

“S. Antonio Abate”

Soc. Coop Sociale a.r.l.
05014 Castel Viscardo (TR)



THE SERVICES CARD

The Service Charter is the document through which the structure communicates with Citizens/Users, providing useful information for the use of the Services provided.

The Charter of Services is an effective and innovative tool, conceived by the legislator in recent times, with the aim of reforming the overall system of services provided to the community, in such a way as to make the services usable more efficient and responsive to the concrete needs of users.

Pursuing the objective of citizen/user satisfaction involves, for the providers, the adoption of new strategies, innovative choices on the "quality" side, oriented both to the characteristics of the service and to the methods of delivery of the same.

The CdS is therefore a tool that:

- Defines the general and specific standards for each service offered;
- Involve the citizen/user in identifying the quality levels of the service offered;
- Commits the Authority to the control and continuous improvement of the services provided, respecting the expectations of citizens/users;
- Improve the relationship between citizens and the institution.

The Charter of Services is also aimed at creating an active participation of individuals and families as well as ensuring the protection of users' rights by defining a system of controls and guarantees which allows for greater peace of mind, transparency and reliability.

The regulations to which it refers are Law 273 of 1995 which established the principles to which the provision of public services must be progressively standardized, even if carried out under a concession regime, to protect the needs of citizens who can use them in compliance with the characteristics of efficiency and impartiality which the supply must comply with.

The Place of living



The Coexistence unit, managed by the Coop. Soc. "St. Antonio Abate", based in Castel Viscardo, hamlet Monterubiaglio (Tr), via del Poggio n° 13-17, aims to welcome and provide assistance to the mentally disabled and to promote any action or initiative for their psycho-physical, social and economic well-being.

The Center is therefore configured as an integral part of the network of territorial structures for assistance to disadvantaged people and is dedicated to welcoming psychiatric patients by providing social-welfare and health services.

The Institution, which has recently adapted to the provisions on the removal of architectural barriers, intends to represent a point of reference as a heritage of solidarity and acceptance towards the marginalized, as well as participation and popular defense of civil and moral values, emblematically embodied in the figure of the late founder Don Marzio Miscetti.

Mission

Satisfying users' needs is the essential objective of all the activities carried out in the structure, operating in such a way as to provide guests with a diagnosis of psychic pathology the possibility of drawing on their own emotional, intellectual and relational resources in order to achieve the highest level of psycho-physical wellbeing.

The whole organization, based on the humanization of the services provided, in respect of human dignity and legislative constraints, is oriented towards providing effective and satisfying services for guests, according to a model that places the person at the center of attention, understood as member of a community conceived as a place of tranquillity, sociability and mutual respect.

Structure description

The Coexistence unit is a residential structure, intended for adults with psychiatric problems and with the need for non-continuous assistance. It is authorized to accommodate 11 users and was created to give an answer both to young people with the need for emotional support in particular phases of life, and to people with a longer history of illness, with resocialization needs.

The property, home to the Coexistence Unit and a residence served for self-sufficient elderly people, is located in the center of the village and allows guests the opportunity to socialize and experience the activities of the small village, making use of the services available.

The part of the building intended for the Coexistence Unit has rooms suitable for daytime activities (reading room, TV room, ...) and night rest (single or double rooms with toilets), is equipped with a centralized kitchen and a spacious dining room, a large "Teatro" room and a large internal courtyard.

The Center has a 9-seater minibus and a car for accompanying needs outside the recreational facility (trips and external activities) or of other kinds (health, ...).

Modus operandi

For each user, the preparation of an Individual Care Plan (PAI) is foreseen, which respects the timing of the current diagnosed psychopathological condition and personality characteristics. The PAI, drawn up in collaboration with the SIM to which it belongs, has the purpose of allowing the acquisition/maintenance/slower deterioration of those psychic, emotional, social and intellectual abilities which are still possible for the patient, in order to allow an adequate relationship life in society. This takes place through individual or group psychotherapeutic pathways, which do not exclude, where possible, the involvement of family members.

The following are therefore of particular importance: the care of personal cleanliness, of individual and collective spaces, the moment of consumption of meals, leisure and socialization activities, both internal and external to the structure, the use of one's time in an effective way.

Each user is expected to have their own private space, which can be customized, and common areas in which to feel welcome and at ease.

Particular attention is paid to the first period of the stay, i.e. the one immediately following the guest's entry, through information and sharing, to the assimilation by each individual user of the rules of coexistence, a prerequisite for creating an atmosphere of serenity. For the realization of individual and collective objectives, the methodology adopted by the staff is based on the dynamic relationship with the user, focusing on the needs, interests and abilities, in order to be able to actively involve him in community life.

The pursuit of the basic objective cannot ignore the constant training of the structure's personnel, the enhancement of both internal and external human resources, the improvement of the services provided and the efficiency of the organizational processes.

Access mode

The admission and dismissal of patients take place following an assessment by the Mental Health Center of the Local Health Authority, which is responsible for the structure.

Health care

Throughout the hospitalization, guests are guaranteed basic health care, specific psychiatric care and any other specialist intervention, relying on both public health structures and private consultants.

Visiting hours

The structure is active all year round and visitors are allowed access during the day from 8.00 to 20.00, without prejudice to the possibility of accessing it even at night in exceptional cases, with prior authorization from the management.

Facility opening hours

7.30 – 8.30 Breakfast

8.30 – 12.00 Various activities both internal and external to the individual and collective structure

12.00 – 13.00 Lunch

13.00 – 15.00 Afternoon rest

15.00 – 19.00 Various activities both internal and external to the individual and collective structure

19.00 – 20.00 Dinner

20.00 – 07.00 Rest

Work team

- Health manager
- Psychiatrist
- Psychologist – Psychotherapist
- Nurse
- Assistance operators
- Kitchen workers
- Cleaner
- Laundry/wardrobe attendant

Services

The activated services include:

- hotel service including accommodation, meals, supply of bed linen
- laundry and cloakroom service
- day and night assistance and surveillance health care
- recreational-cultural and occupational activities
- accompaniment outside the structure
- custody of valuables and goods

COMMITMENTS, PROGRAMS AND QUALITY STANDARDS

Umbria Region Accreditation System

General Data Protection Regulation System

Since 2018, the Organization has adopted EU Regulation No. 2016/679, better known by the acronym GDPR, adopted on 27 April 2016 and entered into force on 25 May 2018.

Use of procedures and protocols

In order to achieve the quality objectives aimed at improving the services provided, all personnel, according to the various tasks, adopt operating procedures and protocols that regulate the activities relevant to the quality of the service.

Implementation of Legislative Decree 81/2008 and SMI on safety in the workplace

The structures are in compliance with the obligations contained in the legislative decree 81/2008 concerning the safety of workers and guests. For this purpose, the Risk Assessment Document was drawn up.

information systems

The information is obtained through the drafting of the registration form which is available to the staff in charge.

Commitments and standards

The cooperative undertakes to guarantee its guests and users:

- a) The correct and complete identification of the needs and expectations of the Guest/User and the conversion of these needs and expectations into service requirements,
- b) Full compliance with these requirements,
- c) Full compliance with mandatory requirements.

The priority fields of action for company improvement are identified in the company processes systematically monitored through a set of measurable management parameters aimed at promoting the achievement of the company mission with an ever-increasing degree of effectiveness and efficiency.

For each parameter, an objective value is defined annually, aimed at promoting the improvement of the services provided. In particular, the structure undertakes to prevent - as far as possible - pathological relapses and imbalances in the psycho-pathological balance of the Guests, to promote their re-socialization and employment and to monitor their satisfaction.

Prices

As foreseen by the dgr n. 1708 of 11/30/09 the rate is set at 65.10 euros per day per guest.

- Access to the Coexistence Unit according to the indications of the Services validated by the UVM, provides that the Healthcare Company bears 60% of the tariff (39.06 euros). The remaining 40% will be paid by the user or partially or totally paid by the Municipality of residence, as a social integration.

- Private access to the Coexistence Unit requires that the entire amount of the tuition fee be paid by the user.

For each day of absence of the user from the Coexistence Unit, also resulting from any hospitalizations, the daily cost of the fee will be reduced by 30%.