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REV 26/09

FONDAZIONE TOMMASO DE LUCA - ENRICO MATTEI

RESIDENZA PROTETTA - RESIDENZA PROTETTA PER DEMENTI -CASA DI RIPOSO

Via Tommaso de Luca, 2 - MATELICA (MC)



SERVICE CHARTER

Approved by the Board of Directors at its meeting on 15 September 2026



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VALUE REFERENCES

The Foundation, in keeping with the centuries-old history from which it derives, pursues the institutional aim of providing, within the limits of its structural and financial resources, social and social-healthcare services to people who, for whatever reason, find themselves in a state of need or in a situation of vulnerability or lack of self-sufficiency, regardless of their political beliefs or religious denomination, within the framework of the Christian-Catholic tradition of hospitality from which its spirit of service has its origins, thereby contributing to the creation of an integrated local system of social, healthcare and welfare services. To this end, the administrators shall endeavour to ensure, as far as possible, the continued presence of the nuns and the celebration of Holy Mass on public holidays or the day before such holidays, as well as the continuation of the Masses provided for in the testamentary bequests. Subject to the availability of financial resources, it can guarantee all the care services necessary for the elderly population, including the establishment and, where appropriate, the management of other social care services and facilities, both locally and across the wider region. Any profits realised at the end of the financial year, in keeping with the Foundation's non-profit status, are reinvested in its institutional activities, in accordance with the procedures defined by the Board of Directors.

Among the values on which the Foundation bases its activities, we list the following: **equality** – services are provided through measures tailored to individual needs, via personalised care plans and customised activities, to enable everyone to access services without any discrimination and with due regard for the right to health and care, ensuring equal treatment for equal conditions of service provision; **confidentiality:** service users have the right to privacy and to the protection of their personal data; **impartiality** in conduct and actions towards service users: staff operate with transparency and honesty, adhering to criteria of objectivity, fairness and impartiality; **participation:** users have the right to access information concerning them and may make suggestions for improving the service; **effectiveness, efficiency and cost-effectiveness**: the principle of effectiveness is upheld by periodically assessing whether the objectives of wellbeing and health have been achieved. Furthermore, the principles of efficiency and cost-effectiveness are upheld by constantly ensuring that operations are based on the best use of available resources to achieve the objectives; **integration with the local area:** it contributes to the development of an integrated system of social interventions and services through coordinated policies and provision across the various sectors of social life, integrating services for individuals and families with active support programmes; **making the most of existing human resources**: it aims to establish an organisational model capable of harnessing the diverse and valuable experience and skills acquired, in order to ensure and maintain a high level of professionalism and staff motivation.

HISTORICAL ROOTS

The entire complex comprising the Care Home consists of a convent building with an adjoining church dating back to the 14th century, a wing built in the late 1960s (first extension) thanks to the efforts of local engineer Enrico Mattei, and a second wing built in the 1970s (second extension). The church and the convent have undergone restoration and structural reinforcement over the years. As for the convent building, its construction dates back to the 13th –14th century, commissioned by Dr Benintendi, a fellow citizen of Matelica, who, at his own expense and in order to offer shelter and hospitality to the poor, pilgrims and strangers from all walks of life, wished to build a new church in honour of the Blessed Virgin Mary, with an adjoining 'hospital' on land he owned to the north of the town of Matelica. The new complex, known as Santa Maria Nuova, comprising only the church, the monastery, the hospital and the surrounding farmland, was ceded to the Silvestrini religious order. In 1861, the Silvestrini lost the monastery and all its associated assets for good, following the suppression of religious orders and the confiscation of their property by the Kingdom of Italy. All public charitable works for the sick, the poor and the needy, thus taken from the Church, were from that moment onwards administered by a Congregation of Charity. The Congregation of Charity is responsible for the management and administration of the following charitable institutions, each with its own set of statutes, whilst keeping their respective assets separate: the Civic Hospital – known as the Hospital of St Sollecito, established by a papal chirograph dated 8 July 1775, the purpose of which is to provide care for the poor and sick of the municipality; the Girls' Orphanage – established in 1790 through the charitable endowment of the Campanelli family; the Monte di Pietà – established by a resolution of 26 December 1554 of the General Council of the Municipality; the Asilo Invalidi – established by Count Tommaso De Luca by will dated 26 January 1852, and recognised as a legal entity by decree of 9 January 1871; the Vittorio Emanuele II Boys' Orphanage, established by the Municipal Council at its sitting on 8 February 1878. The Opera Pia Asilo Degli Invalidi, previously recognised by a royal decree issued in Turin on 15 October 1863 and established as a legal entity by decree of 5 June 1871, has its headquarters in the Municipality of Matelica and traces its origins to the will of Count Tommaso De Luca dated 26 January 1852. It was opened to the public on 29 January 1868. Under Law No. 6972 of 1860 (the so-called 'Crispi Law'), charitable foundations were recognised as public charitable institutions, guaranteeing them statutory autonomy in accordance with the founders' wishes. By Royal Decree dated 17 May 1938, the Public Welfare and Charitable Institutions – the T. De Luca Home for the Disabled, the S. Sollecito Hospital, the Vittorio Emanuele II Boys' Orphanage, the Campanelli Girls' Orphanage, as set out in their respective statutes, were placed under a single new administrative body, the Istituti Ricovero e Cura. The management of these institutions was entrusted to an administrative body comprising a Chairperson, appointed by the Prefect, and four members: one appointed by the Podestà, one by the Political Secretary of the Fascio di

Combattimento, two by the E.C.A. Administrative Committee and one member appointed by the Bishop. Following the proposed amendment to Article 2 of the Royal Decree of 17 March 1938, approved by the Matelica Town Council on 18 September 1956, the President of the Republic, by decree of 2 May 1957, established that the management of the United Institutions for Shelter and Care is entrusted to an administrative body comprising seven members, one of whom is appointed by the Municipal Welfare Authority; three by the Municipal Council; one by the provincial federation of the National Organisation for the Protection of Motherhood and Childhood; one by mutual agreement between the national associations of the disabled, combatants and veterans; and one by the diocesan ordinary. On 18 October 1969, by Presidential Decree No. 1156, the Opera Pia San Sollecito was established as a charitable hospital organisation and separated from the Istituti di Ricovero e Cura. 4. On 17 December 1980, by Council Resolution No. 859, the municipality of Matelica gave its approval regarding the winding up of IPABs that were no longer operational. The Regional Council of the Marche, by Resolution No. 1045 of 28 June 2010, declared the Opera Pia Orfanotrofio Maschile Vittorio Emanuele II to be dissolved, stipulating that the assets registered in the name of the aforementioned body be transferred to the Opera Pia Asilo Invalidi Tommaso de Luca. Following Regional Law No. 5/2008, the Opera Pia was transformed from a public body into a foundation on 9 June 2011, adopting the name Fondazione Tommaso De Luca – Enrico Mattei.

ASPECTS METHODOLOGICA OF THE PEDAGOGICAL, EDUCATIONAL, INTERVENTION AND CARE FOR RESIDENTS

The pedagogical approach focuses on nurturing relationships from the moment of admission, with a view to creating an educational programme based on dialogue, active listening and empathy, whilst respecting each individual's unique characteristics and cognitive abilities.

From the moment of admission, we seek to introduce the elderly person to their new environment, characterised by new routines and 'rules' that are not always easy to accept. We aim to halt or slow down cognitive decline, whilst also emphasising the importance of the group dynamic amongst the elderly residents.

We aim to promote and consolidate each resident's independence through targeted recreational activities designed specifically for this setting, whilst also working on their body awareness.

Through recreational and play-based activities, therefore, we aim to meet the needs for socialisation and interaction, the recovery of memory and individual and family history, and the maintenance and enhancement of cognitive and expressive abilities – even for those who are partially self-sufficient. Workshop-based and creative activities are designed to keep the mind alert and maintain manual dexterity.

Painting and arts-and-crafts workshops are therefore held with the aim of eye-hand coordination rehabilitation; motor activities for topological-spatial rehabilitation; parties are organised, along with traditional games such as bingo, cards or

bocce, with the additional aim of reducing anxiety and restoring participation in an active life. The focus is on motivation and participation, boosting self-esteem and a sense of agency amongst those who are more self-sufficient.
Other important activities include outings in the local area, which aim to help residents discover or rediscover places from their past, sometimes even helping them to reconnect with their own life stories. These outings contribute to social rehabilitation through shared activities and spending time together.

OBJECTIVES

The Foundation carries out its activities with a view to continuous improvement, as set out in Regional Council Decision 1572/2019, the 'Accreditation Manual for Healthcare and Social-Healthcare Facilities'; this requires the Management, in accordance with the guidelines provided by the Board of Directors, to set annual organisational objectives and to assess the extent to which these have been achieved.

STANDARDS APPLIED

The standards applied by the Foundation for the design and organisation of the services it provides are primarily those laid down by regional legislation on authorisation and accreditation.

The table below sets out the relevant legislation in relation to the standards applied

Type of service user	Scope	Type	No.	Year	Description
Elderly	Authorisation/Accreditation	LR	21	2016	Authorisations and institutional accreditation of public and private healthcare, social-healthcare and social care facilities and services, and regulations governing contractual agreements for public and private healthcare, social-healthcare and social services
	Accreditation	Regional Council Decision	1572	2019	Accreditation Manual for healthcare and social care facilities as provided for in Article 7, paragraph 1, letters a), b), e) and d), and paragraph 2
	Authorisation	Regional Council Decision	937	2020	Authorisation Manual for residential residential and semi-residential in the following

					healthcare non-hospital and social care - general requirements
Elderly	Authorisation	Regional Council Decision	938	2020	Manual Authorisation Facilities non-hospital intensive and extensive healthcare facilities, long-term care or maintenance and protection social and healthcare facilities providing residential and semi-residential services (Part C: Specific requirements for facilities for the Elderly/Frail, Adults (Hospice – HIV Patients)
	Authorisation	Regional Council Decision	940	2020	Requirements for the granting of authorisations and regulations governing procedures relating to "Social Facilities"
	Authorisation	Regional Council Decision	1411	2023	Update to the Authorisation Manual for non-hospital healthcare and social-healthcare facilities providing residential and semi-residential care. Amendment to Regional Government Decisions (DDGR) 937/2020 and 938/2020

MONITORING OF ACTIVITIES

The organisation analyses and evaluates the data and information arising from the monitoring and measurement of activities and uses this data and information to assess:

1. The conformity of products and services;
2. The level of customer satisfaction;
3. The performance and effectiveness of processes;
4. The need for improvement.

THE RIGHT TO INFORMATION FOR THE USER AND THEIR FAMILY MEMBERS

Every Resident has the right to request and obtain detailed information regarding the acceptance and processing of administrative and care-related procedures undertaken by the Foundation, in accordance with and using the following management tools:

- Protection of privacy
- Informed consent
- Reports and complaints
- Access to the resident's medical records

PRIVACY PROTECTION

The Foundation attaches great importance to protecting the privacy of its users. For this reason, we operate using methods and tools that comply with the relevant regulations, whilst respecting and safeguarding the personal data we process. The Organisation has adopted the measures deemed necessary in accordance with current legislation on the protection and processing of personal data (privacy), and in line with the principles of transparency and fairness. In particular, we have drawn up a comprehensive privacy notice, provided in accordance with Article 13 of EU Regulation 2016/679, which describes what personal data we collect, the purposes for which we process it, the methods and security measures we use, the third parties to whom it may be disclosed, and the rights of data subjects. The privacy notice is available at the relevant offices and on our website www.casadiriposomatelica.it. The Foundation has also appointed a Data Protection Officer (DPO) in accordance with the relevant regulations; you can find up-to-date details on our website, as indicated above, and the DPO can be contacted at the address provided forfondazione@casadiriposomatelica.it any information regarding the processing of personal data, including security policies and measures, the list of data processors, and users' rights. Users may exercise their recognised rights at any time, in accordance with Articles 15 to 22 of EU Regulation 2016/679, namely:

1. To request confirmation as to whether or not personal data is being processed;
2. To obtain information regarding the purposes of the processing, the categories of personal data processed, the recipients or 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. To update or rectify personal data, so that it remains accurate at all times;
4. To have personal data erased when it is no longer necessary for the purposes of the processing, provided that the legal conditions are met and the processing is not justified by any other legitimate ground;
5. Restrict the processing of personal data, where the conditions apply, including inaccuracy, objection to processing, or unlawful processing.
6. To obtain data portability, where processing is carried out on the basis of a contract and by automated means, i.e. to receive the data in a structured,

commonly used and machine-readable format, including for the purpose of transmitting them to another data controller;

7. To object to processing at any time, where the conditions are met, and also in the case of processing carried out by means of automated decision-making, including profiling.

8. To withdraw consent, where provided for specific processing activities. The withdrawal of consent does not affect the lawfulness of processing based on consent carried out prior to such withdrawal;

9. The right to lodge a complaint with a supervisory authority: without prejudice to any other administrative or judicial remedy, a complaint may be lodged with the Data Protection Authority.

INFORMED CONSENT

The Individual and their family members are informed in a clear, comprehensive and understandable manner regarding the care and healthcare services to be provided to the Resident, and of any restraint and/or invasive procedures that may prove necessary to carry out. The organisation undertakes to obtain written consent to proceed in accordance with the terms and procedures set out in a specific protocol.

REPORTS AND COMPLAINTS

In order to meet, through the service provided, the needs of the person receiving care, their family and other stakeholders, the Foundation makes its staff available to deal with various requests and reports. Any comments received are assessed as a contribution towards improving the quality of the services provided. To collect reports of any shortcomings or suggestions, the Foundation provides a dedicated ‘Complaints/Reports’ form. The form is available:

- at the administrative offices;
- on the website www.casadiriposomatelica.it
- on the noticeboard at the entrance to the facility

The Foundation undertakes to deal with any reports received and to provide a prompt response. To access a resident’s medical records, family members may submit a formal request using the appropriate forms available at the offices and on the website.

INSURANCE COVERAGE

The insurance cover in force is as follows: Third-party liability; Employer's liability; Motor vehicle liability; Fire insurance

PURPOSE AND CHARACTERISTICS OF THE FACILITY

The facility provides residential care for both self-sufficient and non-self-sufficient elderly people.

The **Care Home** is a facility operating primarily on a hotel-style basis, designed to accommodate self-sufficient elderly people of both sexes, generally aged over 65, who, by their own choice, prefer communal services or who, due to old age or other reasons, require safeguards throughout the day and community-based and communal services.

The care home offers:

- opportunities for community living;
- assistance with daily activities;
- stimulation and opportunities for occupational, recreational and fitness activities;
- support for independent elderly residents in managing their daily lives; Residence in the facility may be temporary or permanent

Admission procedure: via the resident's designated District Integrated Assessment Unit

The **Sheltered Care Home for non-self-sufficient elderly people** is a facility offering a high level of integrated social and healthcare provision, designed to accommodate, either temporarily or permanently, non-self-sufficient elderly people of both sexes, generally aged over 65, with stabilised physical, mental, sensory or mixed conditions that cannot be managed at home but do not require complex healthcare services.

Purpose of the facility:

- long-term care;
- functional rehabilitation and maintenance;
- respite care for carers;

Residence in the facility may be temporary or permanent

Admission procedure: via the resident's designated District Integrated Assessment Unit

The **Sheltered Care Home for People with Dementia** is a facility offering a high level of integrated social and healthcare provision, designed to accommodate people of both sexes, generally aged over 65, with cognitive impairments but with a low level of

behavioural disturbance, who cannot be cared for at home and who do not require complex healthcare services.

Purpose of the facility:

- long-term care
- rehabilitation care;
- functional maintenance and reorientation programmes in a supported environment
- respite care for carers

Residence at the facility may be temporary or permanent

Admission procedure: via the guest's designated District Integrated Assessment Unit

ADMISSION PROCEDURES, MANAGEMENT OF THE WAITING LIST, USE OF THE SERVICE AND DISCHARGE OF GUESTS

ADMISSION PROCEDURES, MANAGEMENT OF THE WAITING LIST, USE OF THE SERVICE AND DISCHARGE OF RESIDENTS

From **1 August 2026**, applications for admission to the Sheltered Accommodation in the District of Camerino must be submitted in person at the **Single Access Point (PUA)** offices or sent by email.

1. Submission of the application

The elderly person, a family member, the General Practitioner (GP) or Social Services/Hospital Services must complete the forms provided by the Health District, including the section reserved for the attending doctor.

The completed application can be submitted in one of the following ways:

- **By email:** to the address `pua.camerino.ast.mc@sanita.marche.it`
- **In person at the District's PUAs (opening hours: 10.00 to 13.30):**
  - **Camerino:** at the Casa della Comunità in Caselle
    - *Days:* Tuesday and Friday | *Tel:* 0737 639027
  - **Matelica:** at the Community Hospital on Viale Europa
    - *Days:* Mondays and Fridays | *Tel:* 0737 781210

- **San Severino Marche:** at the Casa della Comunità, Via del Glorioso 8
  - *Days:* Wednesday and Saturday | *Tel:* 0733 631412

2. Documents to be attached

The application must be accompanied by the following documents:

- ISEE certificate for the elderly person's household (*recommended but not compulsory*);
- A copy of the applicant's valid identity document.

3. Assessment and Ranking

Upon receipt of the application, the **District Assessment Unit (UVD)** will carry out a home visit to the elderly person to assess their physical, mental and social condition and determine their level of self-sufficiency.

Based on the assessment, the elderly person will be placed on the district/supra-district **waiting list (ranking list)**. Admissions to the care home will take place in accordance with the ranking list and subject to bed availability. Any refusals of admission will be promptly reported to the PUA / relevant Health Service.

4. Documents required on admission

Upon the resident's actual admission to the care home, the following documents must be submitted:

- A valid identity document;
- Tax registration number;
- Health card and exemption card;
- A photocopy of any disability certificate or a copy of the pending application;
- A photocopy of the disability certificate with carer's allowance;
- Authorisation or a copy of the application for aids/medical devices (e.g. incontinence pads).

5. Admission and Privacy

Upon the Resident's admission, a **'Resident File'** is created, containing the admission application, a copy of the identity document and the letter of acceptance. The Administrative and Nursing departments are responsible for maintaining and updating the file. The Foundation ensures that the Resident's information

is recorded and managed in full compliance with current data protection legislation (GDPR).

AMOUNT AND METHOD OF PAYMENT OF THE RESIDENCE FEE

The residential fee must be paid by the parties liable for payment no later than the 5th of the month. Justified delays, notified to the relevant offices of the facility, will be permitted up to the end of the month in question. From the month following the financial default, statutory interest on arrears will apply. Should the delay continue for a period exceeding three months, the Board of Directors will proceed with the discharge of the Resident, with the consequent recovery of the sums due by the methods permitted by law.

In the event of voluntary discharge or the death of the Resident, the fee is payable up to the last day of their stay or of their life.

From 1 January 2025, the monthly fees will be as follows:

SELF-SUFFICIENT €1,300
SEMI-SELF-SUFFICIENT €1,500 NON-
SELF-SUFFICIENT €1,600

RESIDENTS UNDER THE AST AGREEMENT – FOR PROTECTED ACCOMMODATION €1,410

SINGLE ROOM SUPPLEMENT €140

FACILITIES AND SERVICES PROVIDED TO RESIDENTS

The fee entitles residents to assistance and care, meals, accommodation and all general and communal services provided by the Foundation. In particular, each resident will have access to: heating, lighting, hot and cold water in the bathrooms, and the routine washing and ironing of personal laundry and bedding, which will be carried out periodically as required and always at the discretion of the management.

Residents, or their family members, may request additional services, beyond those listed and provided for below, at a cost agreed by the Board of Directors of this organisation.

In addition to accommodation services, the Foundation also provides social and healthcare services as required by the relevant regulations.

HOSPITAL ADMISSION OR VOLUNTARY ABSENCE

Should a resident be absent following hospitalisation, their place will be retained until discharge, unless, following an assessment by the UVI,

determined that admission to another type of residential facility is required; for any admissions to a care home (RSA), the maximum period for which the place will be retained is 60 days. In the event of a voluntarily authorised absence, duly documented, the place is retained for a maximum of 15 days in total per year.

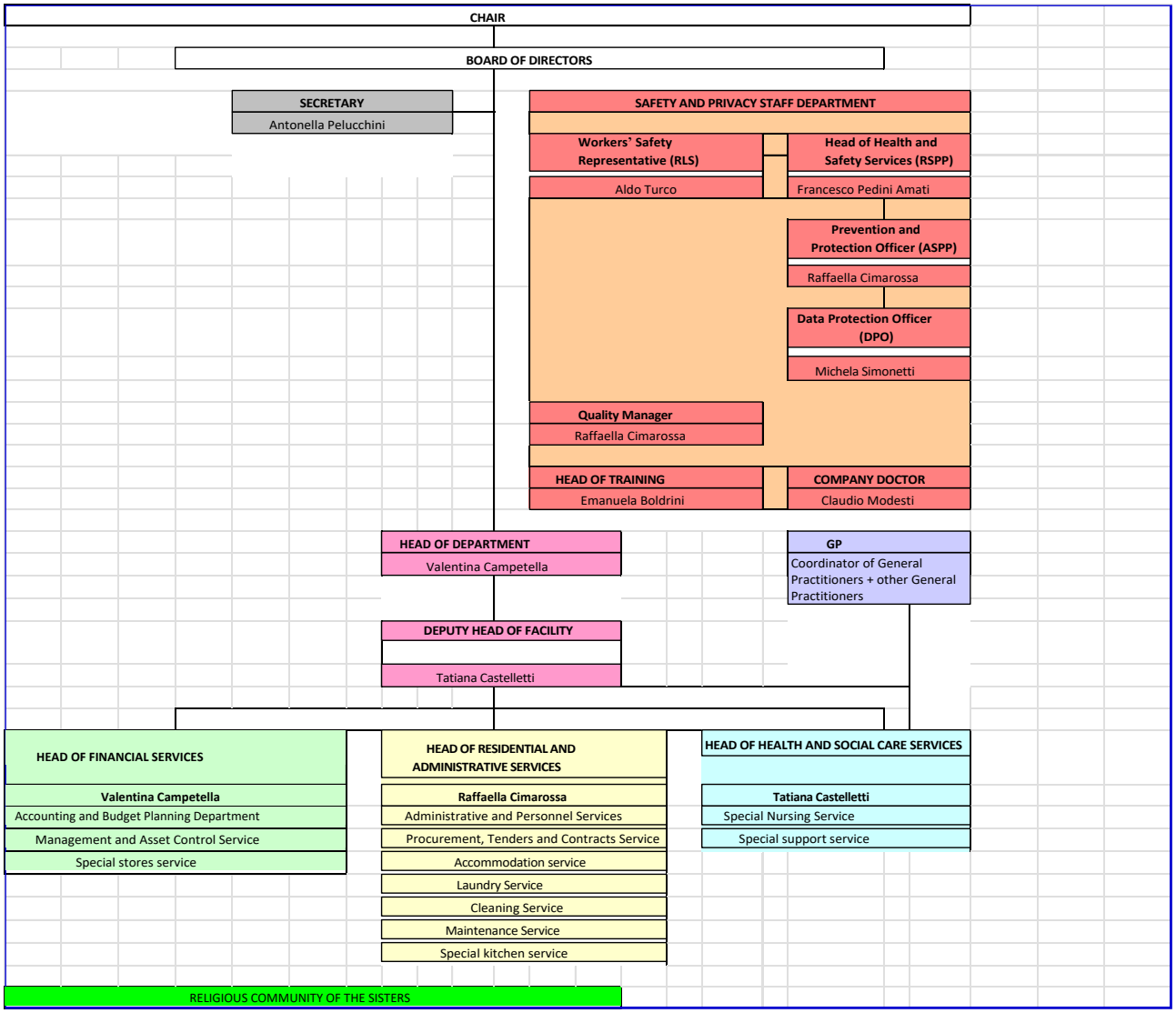
On days of absence where the place is retained, the Local Authority will pay the Sheltered Accommodation Facility 50 per cent of the resident's share of the accommodation fee, whilst the resident is required to pay the remaining 50 per cent for the days spent in hospital or in a nursing home. Refunds for days of hospital absence are calculated and paid at the end of each quarter.

Should a resident admitted to the facility fail to arrive on the date specified in the 'letter of acceptance of admission application' but delay their admission by a few days, they are required to pay the full amount due.

BOARD OF DIRECTORS

The management of the Foundation is entrusted to a Board of Directors comprising seven members. The Chair is elected from amongst the members of the Board of Directors by the members themselves. The Board of Directors remains in office for the same term as the relevant Municipal Council, and in any event until a new Board has been appointed. The Chair is the legal representative of the Foundation. He is responsible for formal and informal dealings with any external party, body or organisation. He is vested with all powers necessary for the proper functioning of the Foundation, unless such powers are expressly assigned to other bodies or by law. He receives visitors by appointment.

ORGANISATIONAL CHART



PROFESSIONAL ROLES

The Board of Directors, having consulted the Head of Department, determines the limits of the staffing complement in accordance with criteria of cost-effectiveness, effectiveness and efficiency, based on the actual operational requirements linked to the organisation's objectives and the standards of the services provided, and periodically reviews whether these limits remain appropriate. The Staff Regulations set out, in accordance with national and regional legislation and in compliance with collective bargaining agreements, the terms governing employment with the Foundation, which ensures the professional development and continuous training of its staff, including through the organisation of training activities. The Foundation also recognises the relevant local and company-level trade unions that are signatories to national agreements as necessary partners for all matters concerning staff and the organisation of work.

The professional roles within the Foundation are:

MANAGEMENT	**Head of Department**
FINANCE DEPARTMENT	**Head of Department**
	Head of Financial Services
	Treasurer
ADMINISTRATIVE DEPARTMENT	**Head of Department**
	Head of Administrative Services
SOCIAL AND HEALTHCARE DEPARTMENT	**Head of Department**
	Head of Social and Healthcare Services
	Nurses
	Care Worker
	Care Assistant
HOSPITALITY SERVICES	**Head of Department**
	Head of Hospitality Services
	Chef
	Assistant Chef
	Laundry staff
	Cleaning and hospitality staff
	Maintenance Technician

STAFF TRAINING

The organisation defines and reviews the knowledge and skills required for each role within the company, based on appropriate levels of education, training or experience. The organisation aims to ensure the fulfilment of all staff by enabling everyone to enhance their knowledge, skills and awareness of how their individual work contributes to the achievement of the company's objectives. To this end, the organisation's aim is to promote, plan and carry out systematic training and professional development activities for its employees, whilst assessing their effectiveness. Training takes place both through the organisation of specific training events and through the mentoring of new recruits and regular staff meetings.
The training and professional development of current staff is governed by the applicable contractual regulations and all other relevant legislation (HACCP; Legislative Decree 81/08, etc.)

ADMINISTRATIVE – FINANCIAL – HR DEPARTMENT

LOCATION: on the ground floor of the building, near the infirmary. OPENING HOURS:

Day of the week	OFFICE HOURS		
	Head of Administrative and Accommodation Services	**Facility Manager and Head of Financial Services**	**Educator/Bursar**
	Dr RAFFAELLA CIMAROSSA	Dr VALENTINA CAMPETELLA	Dr EMANUELA BOLDRINI
Monday	7.45–13	8–14	8.15–12.45; 14.15–18
Tuesday	7.45–13	8–14; 15–19	8.15–12.45
Wednesday	7.45–13; 13.30–18.00	8–14	8.15–12.45
Thursday	7.45–13	8–14; 15–19	8.15–12.45; 14.15–18
Friday	8–13; 13.30–18.00	8–14	8.15–12.45
Saturday	8.15 am – 12.45 pm		

WHAT IT DOES: Financial services cover the collection of fees and any refunds, the recording and payment of invoices, all matters relating to petty cash expenditure, financial reporting obligations and everything concerning procurement. Administrative matters include obligations relating to staff management, contracts, and compliance with regulations concerning health and safety, data protection, quality assurance, staff training and recruitment. They also handle all matters relating to admission to residential care homes for the elderly, receive applications for admission and arrange all the necessary formalities for the arrival of new residents.

HOW IT IS MANAGED: managed directly by the Foundation, it employs specialised staff.

SOCIAL AND HEALTHCARE SERVICES

Medical service

The Foundation provides residents with medical care within the limits set out in the agreement entered into with the AST. Please note that the Foundation makes the premises dedicated to nursing care available to the doctors.

Nursing Service

SERVICE HOURS: Open 7 days a week from 6.00 am to 9.00 pm. The head of social and healthcare services is available from Monday to Friday from 8.30 am to 3.30 pm

LOCATION: The infirmary is located near the administrative offices

WHAT THE SERVICE DOES: The service ensures that medication is administered to elderly residents as prescribed by a doctor at various times throughout the day; it also provides dressing changes for wounds, ulcers, bedsores and stomas, as well as the changing and management of catheters and stomas, guaranteeing all necessary care services in relation to the residents' medical conditions. The nursing staff manage orders and the procurement of prescribed medicines from the on-duty chemist and the hospital pharmacy. They book any clinical tests at the request of the general practitioner, informing family members of the date of the examination and the delivery of any test results. They update family members or authorised representatives on the progress of the care plan falling within the nursing remit, either by telephone or in person at agreed times, whilst communications regarding diagnosis, prognosis and general state of health remain the exclusive responsibility of the medical staff. Nurses assist GPs during consultations at the facility and ensure that the administration of the prescribed treatment is promptly recorded in the clinical and care records, adjusting the management of supplies in the event of changes to treatment ordered by the doctor. Where necessary, the service promptly contacts the doctor or the 118 emergency service, organises transport for hospital admissions or outpatient treatment, and informs the catering department of the instructions and special diets prescribed by the doctor in accordance with the care plan.

HOW IT IS RUN: run directly by the Foundation, it employs specialised staff.

Social and Care Service

SERVICE HOURS: the service operates 24 hours a day, 7 days a week. The total number of care hours provided depends on the number of residents present, taking into account the provisions of current legislation on the matter.

WHAT IT INVOLVES: staff from the social care service assist residents with getting up, personal hygiene, and dressing and undressing.
They also provide assistance at mealtimes, particularly to those who are unable to feed themselves independently.

In addition to hygiene tasks (bathing, shaving, changing incontinent residents, cutting nails, etc.), they carry out the rotation programmes established by the Individual Care Plan (ICP) for each individual resident.
Finally, they supervise the residents in the unit.

HOW IT IS RUN: run directly by the Foundation, it employs specialised staff.

Leisure and Recreation Service

The recreation service runs on Monday, Wednesday and Friday afternoons and operates according to the monthly programme proposed by the recreation team. The recreational activities aim to involve as many residents as possible, tailored to each individual's interests.
In addition to the above, residents' birthday parties are organised on a monthly basis. Photographs of these events are displayed in the corridors of the facility.
During the summer, given the outdoor spaces available, the entertainment programme takes place outdoors and includes activities such as al fresco dinners, the senior citizens games', and dance performances, taking into account the facility's links with the local community (folk groups during the local festival, dance performances during the Face Off event, etc.).
Our entertainment programme also includes activities organised from time to time in collaboration with local schools and associations.







HOTEL SERVICES

Reception and switchboard service

The reception and telephone answering service is provided by the Foundation's offices.

Catering service

The service is available every day during the following hours:
Mornings 6.30–12.30
Afternoon: 12.30–18.30

LOCATION: the kitchen is situated in the north-east wing of the building, in the area where the 18th-century Retirement Home meets the section built in the early



the 1970s. The kitchen uses the rear entrance for loading and unloading food supplies, and therefore for dealing with suppliers on pre-arranged days each week. For managing the distribution of meals to elderly residents, however, kitchen staff use the door located in the northern part of the building, which is dedicated to those who are not self-sufficient.
The kitchen comprises, starting from the right-hand side, a worktop for slicing cold cuts and a small built-in larder. On the adjacent side are a freezer and two fridges for food storage; on the wall opposite the entrance door are several sinks for washing up and cleaning foodstuffs. On the wall next to the sinks, there is an electric oven and two freestanding kettles for cooking pasta and vegetables; on the far left-hand wall, there is a worktop for preparing the guests' meals. In the centre of the kitchen stands a 10-burner hob with two built-in ovens, topped by an extractor hood, for food preparation.
The cold store is located in a room adjacent to the kitchen.

WHAT IT INVOLVES: The catering service is managed directly by the Foundation with specialised staff. The catering service is responsible for preparing and serving meals to both self-sufficient and non-self-sufficient guests at various times of the day, ranging from breakfast to lunch, a light afternoon snack, and finally dinner. The chef, in particular, is responsible, on pre-arranged days of the week, both for ordering supplies – liaising with the Foundation's suppliers – and for organising and preparing the menu based on the residents' needs, the seasons and festive occasions, as well as the requirements of the guests present.

HOW IT IS MANAGED:
Based on a menu drawn up by a dietitian/nutritionist from the AST for the dietary needs of elderly people – divided into four-week cycles with daily variations and a choice of two first courses and two main courses, seasonal side dishes, fruit and drinks – the kitchen staff prepare the various meals.
Special diets are available, subject to a doctor's prescription.
The nursing service, where it deems appropriate, prescribes a liquid diet, notifying the kitchen staff promptly.
Meals are normally served in the various dining rooms within the facility: Module A dining room, Module B dining room. Guests are served in their rooms only for health reasons.

Laundry service

SERVICE TIMES: the service operates from Monday to Saturday, excluding public holidays. The laundry is open on Mondays and Tuesdays from 7.00 am to 1.00 pm; from Wednesday to Friday from 7.00 am to 6.00 pm; and on Saturdays from 7.00 am to 1.00 pm.

LOCATION: The laundry is situated in the old part of the building, which has recently been refurbished. To access the laundry, enter through the main entrance, turn left at the first door you come to, and then continue straight on to the end of the corridor. The laundry consists mainly of two rooms: the main laundry room, which contains three industrial washing machines fitted with detergent dispensers, one domestic washing machine and two natural gas-powered tumble dryers, plus a space set aside for storing soiled laundry. The other room is used for ironing clothes and storing clean laundry. The service is equipped with an ironing board, a small mangle, a sewing machine and a professional iron. It also has a number of trolleys used for the daily distribution of sanitised items of clothing.

WHAT IT INVOLVES: the laundry service forms part of a fairly wide range of services made available to the Foundation's residents. Linen, and more generally the guests' clothes, are identified by a personal wardrobe number, which enables service staff to identify each item once the service is complete and to return each guest's clean, ironed clothes to them. The service provided includes sanitising garments, mending any items that have come undone, and ironing the clothes.

HOW IT IS RUN:
Managed directly by the Foundation, the service employs staff. Every day, soiled laundry is collected in special blue bags and deposited in the laundry room in the designated area, where the staff sort the items by colour and type before loading them into the washing machines to be sanitised. Once the wash cycle is complete, the staff dry the items in the tumble dryer. After sanitisation and drying, the items are checked (for any mending required) and then ironed and folded. The cycle concludes with the clean item being delivered to the guest's room.

Cleaning service

SERVICE TIMES: every day from 6.00 am to 1.30 pm.

WHAT IT INVOLVES: the service is responsible for cleaning the entire premises, individual rooms and all communal areas. Staff use the equipment provided by the premises to carry out the service.

HOW IT IS RUN: run directly by the Foundation, it employs its own staff.

Maintenance Service

SERVICE HOURS: Monday to Saturday from 7.30 am to 12.30 pm

WHAT IT INVOLVES: The service handles all maintenance required for the premises, from the upkeep of green spaces to the simple day-to-day maintenance tasks the premises require.

HOW IT IS RUN: run directly by the Foundation, it employs staff.

COMPLAINTS PROCEDURE: All services offered by the Foundation are subject to monitoring and improvement. In order to make this service increasingly effective and efficient, please submit any complaints using the appropriate forms available both on the Foundation's website and as paper copies on the noticeboards within the premises.

ADDITIONAL SERVICES INCLUDED IN THE FEES

Barber service

The Foundation offers a professional barber service once a month to all residents at the facility.

Hairdressing service

Thanks to the long-standing involvement of a volunteer, the Foundation offers a monthly hairdressing service for hair care and hygiene.

Individual and group exercise sessions

Physical activity takes place in groups and on an individual basis.
These are exercise programmes specifically designed for older people, aimed at rehabilitating motor functions in the upper and lower limbs.
Group sessions take place twice a week, on Tuesdays and Thursdays (subject to change), and are included in the care home fee.
Individual sessions are led by one of our volunteers under the guidance of the nursing team.
Physical activity can improve not only our residents' physical well-being but also their emotional wellbeing.

Agreement with pharmacies in Matelice

The Board of Directors has entered into an agreement with pharmacies in Matelica offering a 10 per cent discount on purchased medicines.

RULES OF COMMUNITY LIFE AND RESIDENTS' RIGHTS

Guests are responsible for providing their own clothing and personal linen. These items shall remain the exclusive property of the guest at all times and, in the event of death, shall pass to the next of kin. Furthermore, each item must be marked (before admission) with a number provided by the Foundation, which corresponds to the guest's name. The Management accepts no liability for any items of laundry lost due to a lack of marking.

RULES OF CONDUCT

Whilst enjoying the utmost freedom compatible with harmonious coexistence, guests must observe the rules of civilised conduct designed to ensure that the wards are governed by the principles of prudent household management, cleanliness, order, calm, courtesy, mutual understanding and the best possible harmony; they must behave in such a way as never to undermine the dignity of the place where they are being hosted. Those who give cause for concern will be warned; if they repeat their misconduct or breaches, or if they are in any way responsible for moral or material damage, they will be asked to leave the Foundation following consultation with the hospital's medical services.
Furthermore, the Guest:

- Must not request or demand from staff any service not provided for in the normal service programme, nor must they exert pressure on staff through tips or gifts;

- Must establish a relationship of mutual understanding and respect with staff in the way they speak and behave;
- Should they have any special requests or wish to report any shortcomings in the service, they must contact the management.

The Guest must comply with the decisions of the Board of Directors taken in the general interest of the Community.

PROHIBITIONS

Guests must make every effort to avoid anything that might disturb their neighbours, such as slamming doors, raising shutters noisily, dragging chairs, or playing radios and audiovisual equipment at high volume.

It is also prohibited to:

- Hanging any curtains in front of windows that are not authorised by the management;
- Hanging laundry out of windows;
- Placing flower pots or other objects on window sills where they may pose a danger to people passing by or standing beneath the windows;
- Using gas hobs or other appliances that are dangerous or may disturb other guests;
- Throwing rubbish, waste or water out of windows;
- To pour any greasy or other substances into the toilet, bidet or washbasin that may block or damage the plumbing;
- Smoking in areas where it is prohibited;
- Leaving your room in untidy clothing;
- Removing crockery, cutlery or any other items belonging to the dining rooms from those rooms.

Guests are required to compensate the Foundation for any damage caused through their own carelessness or negligence.

MEAL TIMES AND EVENING CURFEW

Meals will be served at the following times:

- breakfast: 8.00 am
- lunch: 11.45 am
- dinner: 5.45 pm

Guests enjoy maximum freedom of movement, subject to any restrictions imposed by their state of health. Such restrictions are at the discretion of the attending doctor.

For entry and exit outside the times set out above, the Guest must give prior notice to the management; such requests must be submitted in writing and agreed with the nursing staff.
Anyone wishing to take a Resident out temporarily must sign a specific form, stating the time of departure and return, and notify the nursing service of any medication to be administered to the Resident whilst they are away from the facility.
The Foundation accepts no liability for any damage or accidents that may occur outside the facility or during outings or trips organised by the facility.

VISITING HOURS FOR VISITORS AND/OR RELATIVES

Visitors and relatives are permitted access during the following times: from June to September
10.00–13.00 / 16.00–20.00 (Monday to Sunday) from October to May
10.00–13.00 / 15.30–19.00 (Monday to Sunday)

RELATIONS WITH THE LOCAL COMMUNITY AND LOCAL AUTHORITIES

In order to develop all the synergies necessary for the ever-improving organisation of the various services, the Foundation maintains relations with:

- The AST for all medical and nursing matters (requests for medical equipment, medical consultations, the supply of medicines and nursing equipment, etc.);
- The local authorities of origin regarding fee subsidies for all guests in need, and with the social services departments of these local authorities to coordinate the needs of the various guests they support and whom we accommodate;
- Voluntary organisations, so that they can provide all residents with essential support, such as entertainment at the parties held periodically within the facility, and moral support through their presence during residents' free time.
- Various institutions, such as schools, to organise projects bringing our residents together with school pupils.

HOURS FOR RECEIVING TELEPHONE CALLS FROM FAMILY MEMBERS

Residents are permitted to receive telephone calls from 9.00 am to 12.00 pm and from 3.30 pm to 7.30 pm.

OPERATION OF THE REPRESENTATIVE BODY FOR RESIDENTS AND FAMILY MEMBERS

Both bodies have

-propositional;

-advisory;

The Foundation offers both bodies the opportunity to meet so that they may hold the meetings necessary to organise the agreed activities and initiatives.

RIGHTS OF RESIDENTS

Every guest is entitled to accommodation suited to their physical and emotional needs, as well as to a proper assessment and personalised care that fully meets their requirements.
Services are based on the principle of equality, taking into account the specific needs of each guest. The provision of services is guided by criteria of objectivity and impartiality, making no distinction on the grounds of gender, race, religion or political views.
The Foundation is committed to ensuring that services are provided on a continuous, regular and uninterrupted basis. Any disruption to the service will be addressed promptly in order to minimise inconvenience to residents and their family members or carers.
The Foundation also ensures that accurate information is provided regarding its operations and considers clarity and timeliness of information to be of fundamental importance.