

NURSING HOME



CHARTER OF SERVICES Regional Regulation 4/2019

Updated on 2/04/2025

Dear customer,

in thanking you for choosing our Services, we extend our cordial welcome to our structure "Windsor Club del Nonno", where you can enjoy at any time, even after your discharge, the services and services provided by us with quality, confidentiality and timeliness.

We wish to inform you that our customer is the Guest and his family and therefore we trust in everyone's contribution for an ever better response to the needs, needs and desires of everyone. The Service Charter is intended to be a response to the need for clear and complete information. It represents an important and significant document that brings together all the objectives and principles that guide and guide the management of the Structure.

Through the Service Charter, the Residence indicates the general and specific objectives that it has set itself to achieve:

- improvement of the quality of life of Guests and their families;
- building a privileged relationship with the Guest and his family;
- provision of care services with high health integration to people over the age of sixty-four with serious psycho-physical deficits, as well as people suffering from senile dementia who do not require complex health services (Regional Regulation no. 4/2019)

- optimization of the services provided, also through the contribution and participation of municipal social structures, associations of volunteers and institutional bodies interested in the Service;
- active participation in the construction of a better quality of life in the area in which the Structure is located;
- creation of an advanced and integrated corporate organizational model;
- constant monitoring of the results, in order to obtain indications for the planning and governance of the quality of the Processes

The Grandfather's Windsor Club Service Charter has adopted the principles, rights and duties expressed in the Charter of the Rights of the Disabled and Elderly Person.

To meet these needs, the "Windsor Club del Nonno" Health Care Residence aims to achieve the following objectives:

plan health, assistance and rehabilitation interventions;

maintain an adequate numerical ratio between Staff and Guests for a satisfactory quality of social and health care;

satisfy, through the Service provided, the needs of the Guest of his/her family and institutional interlocutors (Municipality, District, Region, Local Health Authority);

guarantee good hotel standards;

plan training and continuous education activities, such as to guarantee and maintain a high level of professionalism of its staff.

The objective pursued primarily by the Windsor CLUB DEL NONNO is to offer a service consistent with the needs of the patient/user, in accordance with the best clinical practice and technical-scientific validity, acceptable and relevant to the subjective state of the patient, using resources efficiently and offering effective services, i.e. capable of responding to the individual expressed and unexpressed demand for health, family and social issues.

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PRESENTATION

The "Windsor Club del Nonno" Nursing Home is located in Bari, in the heart of the town centre, in the heart of the Poggiofranco district at via M. Amoruso 62/7 and consists of 5 floors plus the ground floor.

For each Guest, the standard of care provided (Reg.reg. 04/07) is guaranteed, distributed among the various professional figures (General Practitioner, Geriatrician/Neurologist, Psychologist, Nurse, OSS, Professional Educator, Physiotherapist, Social Worker).

Purpose and Values

The Nursing Home (RSA) for non-self-sufficient individuals is established in order to simplify and facilitate the access of non-self-sufficient people to non-hospital residential facilities and to be able to benefit from social, health, welfare, socio-rehabilitation and protective services.

It is divided into residential care units of maintenance: type A and type B.

The type A residential maintenance care unit accommodates elderly people, over sixty-four years of age, who do not require complex health services, but who require a high degree of personal assistance with assistance and socio-rehabilitation interventions with high social and health integration, who are unable to lead an independent life and whose pathologies, not in the acute phase, they can only predict limited levels of recoverability of autonomy and cannot be assisted at home. The type B residential maintenance care unit houses people suffering from senile dementia, Alzheimer's disease and related dementias, even if they have not reached the age of sixty-four, who require long-term care treatments, including rehabilitation and personal protection in a protected environment.

the RSA "Windsor Club del Nonno" aims to prevent further loss of autonomy and maintain the user's residual abilities, through the performance of:

- Day and night protective assistance, physiotherapy nursing for the maintenance and improvement of the person's state of health and degree of autonomy;
- Personal assistance in carrying out activities of daily living;
- Hotel assistance;
- Rehabilitation and educational activities;
- Social activities.

Our principles and values are:

- The centrality of the person;
- Ensure a good quality of life and health protection;
- To support the social relevance of people in difficulty, even if institutionalized.

On this basis, we are committed to offering:

- Qualified assistance;
- Highest possible level of quality of life and health;
- Maintenance, where possible, of the residual functional capacities of our host;
- Targeted and personalized interventions also thanks to the contribution of family members.

- ◇ Continuous training of staff;
- ◇ Meetings with operators and other professionals to examine situations, compare needs and points of view.

The elements that make up the Service Charter system are:

1. the identification of a series of fundamental principles to which the provision of public services must be progressively standardised: equality, impartiality, continuity, right to choose, participation, efficiency and effectiveness;

2. Full information of citizen users. The information must concern the services offered and the methods of providing them.

The information must be provided with different tools, while ensuring the clarity and comprehensibility of the texts as well as their accessibility to the public;

3. The assumption of commitments on the quality of the service by the provider towards the citizens users, through the adoption of quality standards, which are objectives of a general nature (i.e. referring to the set of services rendered) or even specific (i.e. directly verifiable by the individual user);

4. The duty to evaluate the quality of services in order to verify the commitments undertaken, and for the constant adaptation of the same.

The evaluation tools range from annual reports, submitted to the National Standing Committee for the implementation of the Service Charter, to public meetings, service conferences, surveys on the satisfaction of citizens/users;

5. The application of forms of protection of the rights of citizen users, through complaint procedures, and possible compensation.

General Objectives

Our residence has the following purposes:

- Housing reception and the management of daily life;
- The temporary support concerned, as "relief" in the care of the elderly and/or disabled person
- The possibility of experiencing life independent of the family;
- The promotion, protection and development of skills and potential to maintain and/or improve the level of psychophysical well-being and personal autonomy of Users;

Pursuing the following objectives:

- To provide permanent or temporary hospitality to individuals over the age of 64 in situations of severe psycho-physical deficits, as well as people suffering from senile dementia, who require a high degree of assistance to the person with assistance and socio-rehabilitation interventions with high social and health integration, who are unable to lead an independent life.
- definire percorsi di mantenimento e riabilitativi individualizzati, finalizzati alla salvaguardia delle abilità residue e al potenziamento delle aree deficitarie, in un ottica di multidisciplinarietà.
- activate the Resources present in the local community to promote the social integration of the elderly and/or disabled people inserted

The structure is divided into four floors comprising 100 beds.

There are four plans: Each floor consists of 25 beds, for a total of 100 beds.

Of the 100 places available, 40 are accredited.

The organization guarantees the guest:

- hotel-type services including accommodation, food related to the particular conditions of the guests; respect for personal dignity and freedom, privacy, individuality and religious convictions;
- the continuity of social relationships and relational life;
- nursing services;
- rehabilitation services;
- personal help and guardianship assistance;
- immobilization syndrome prevention services with a reduction of the time spent in bed as much as possible;
- animation, occupational, recreational activities of integration and connection with the family and social environment of origin; autonomy and family and social participation are also promoted by using the resources of the territorial context in which the structure is located, including voluntary associations; Personal care services (e.g. barber, hairdresser) at the request of guests and at their expense; Religious and spiritual assistance is appreciated, favoring the presence of different religious assistants depending on the denomination of the guests.

Instrumental, laboratory and imaging, pharmaceutical, prosthetic assistance, supply of disposable medical devices, specialist visits and dental services, although not provided by the facility, are provided to guests through the services of the ASL.

ENTRANCE

Information

Hospitality at the Grandpa's Windsor Club RSA refers to long-term programs. Access to the services provided by the RSA, under accreditation with the area and the ASL, takes place through the Multidimensional Evaluation Unit through the use of the SVAMA evaluation system.

Interested persons can therefore access all the information about our structure at the Management in Via Mauro Amoruso 62/7.

You can also visit our website:

www.ilclubdelnonno.it

Application form

The residential care unit is accessed by:

With prior authorization issued by the UVM of the DSS of the patient's residence, after drafting the PAI, on proposed prescription:

of the GP;

the Doctor of the Hospital Operating Unit;

At the request of any guest and/or caregiver, support administrator, guardian.

Different types of guests: private guest and convention guest

Each structure has a fee, which is divided into health quota and hotel fee.

The private guest pays the entire fee (hotel fee and health fee);

the contracted guest only pays the hotel fee since the health fee is covered by the NHS.

Access for private guests:

Private guests can contact the facility and apply for entry: here they will be provided with all the information about the health documentation to be presented.

The Health Manager then assesses the guest's state of health and, subject to immediate availability of a room, hospitalization takes place in a few days.

In addition, each guest can enter as a private individual and become an affiliated member at a later time, upon presentation of the appropriate application.

Access to the RSA for affiliated guests

Nursing homes can be accessed if there is a need for long-term care treatments, and the patient is in stabilized clinical condition.

Affiliated access is through an application, to be submitted to the PUA office of the District of residence.

Once the demand has been evaluated positively, the guest is placed on the waiting list. The placement on the waiting list is the result of the intersection of several criteria: that of the progressive number of the application, that of the urgency of hospitalization (protected hospital discharges/reports by Social Services), and that of the compatibility of the free place with the health and social needs of the new guest.

The waiting list of places in agreement is continuously updated and sent to the competent bodies for information.

The patient must be agreed upon and communicated by the facility, within 5 working days, to the Social Health Area of the ASL in which the facility is located, and for information for the purpose of monitoring the care pathway, to the Social Health Area of the ASL of the patient's residence.

The latter will notify the Social Health District of the patient's residence of the taking charge. The duration of residential treatment is set according to the patient's conditions, as indicated in the PAI drawn up by the UVM and may be subject to extension.

The request for an extension for further stay in the MAINTENANCE NURSING HOME must be authorized in advance by the UVM of the DSS in which the provider is located.

To this end, the structure that has appointed the patient, at least 30 working days before the deadline, must notify the request for extension to the UVM of the DSS in which the provider is located, to the Social Health Area of the ASL and for information for monitoring purposes, to the Social Health Area of the ASL of residence of the patient.

The UVM of the DSS in which the provider is located assesses the request for continuation of the treatment and communicates, in the event of a favorable outcome, the authorization to the requesting facility, to the Social Health Area of the ASL in which the provider is located, and for information for the purpose of monitoring the care pathway, to the Social Health Area of the ASL of residence of the patient.

The latter will notify the Social Health District of the patient's residence of the continuation of the extension treatment.

A similar procedure is activated in the event of a negative outcome to the request for extension.

If the 30 working days have elapsed unnecessarily, the extension is tacitly granted.

In the case of hospitalization only and up to a maximum of 20 days, the patient retains the bed in the facility.

After 20 days have elapsed without the patient being discharged from the hospital, the UVM assesses the patient's situation in order to update the PAI.

For the period of absence following hospitalization, up to a maximum of 20 days, the structure authorized to operate, accredited and contracted will be paid 70% of the health fee as compensation.

Meet and greet service at the entrance

The Social Worker, the Psychologist and the Socio-Educational Staff welcome the guest and his family members at the entrance to the structure and introduce them to the residents, taking care of:

- explain the organization of the day (meal times, therapy, activities...);
- show the location of the various services;
- explain the use of support devices (bed, bedside table, call bell);
- collect useful information from family members to immediately offer adequate assistance;
- fill in the guest card.

At the entrance, the signing of the contract and the internal regulations is required.

The contract with the Grandparent's Windsor Club establishes that the signatory (if it is not the guest himself) assumes the quality of guarantor and becomes responsible and privileged interlocutor towards the Facility, both for privacy aspects and for economic-financial aspects.

Resignation

The Operator has the right to withdraw from this contract at any time, subject to at least 15 (fifteen) days' written notice;

The Guest has the right to withdraw from this contract at any time, subject to at least 60 (sixty) days' written notice;

Any expenses incurred by the Managing Authority, in the interest of the Guest and not yet paid, will be retained when the security deposit is returned.

Dissolution

In the event of termination of this contract for any reason, the Guest will not be entitled to any refund of the fee paid, not even partial. In particular, no refund will be due in the following cases:

- death of the Guest, regardless of the date on which it occurs with respect to the payment of the fee;
- voluntary withdrawal of the Guest, even if it occurs after only one day of stay at the Residence;
- temporary absences of the Guest, whatever the duration or cause;
- failure by the Guest to use one or more services included in the fee.

Death

As far as possible, we try to notify family members in time if the Guest's condition becomes critical.

In any case, the death is promptly communicated to the family by the Health Manager or nurse.

The room is composed in the stationing room of the structure; It is up to the family members to choose the funeral home, which will have to activate all the practices required by law.

All the Guest's personal belongings will be collected by an employee and must be collected by family members.

ORGANIZATIONAL STRUCTURE

Within the Windsor Club of the Grandfather, the Management Director and the Health Manager work in close collaboration who, in compliance with their individual competences, assume overall responsibility for the Structure and provide the main directives for the health and social-welfare organization. The Management is a reference both for the rules governing institutional relations and for the overall management of the structure.

Guests can always access the Management or the staff of the social area, family members are asked to arrange an appointment by phone.

Management Director

Among his main skills we highlight:

- the overall responsibility of the Structure;
- the evaluation of applications for entry and the admission of Guests;
- the global care of the needs of the Guest;
- the main directives on the organization and quality of health, psycho-socio-educational, socio-welfare services;
- the application and compliance with the general safety regulations of the entire structure;
- control over services contracted out;
- relations with institutions (Region, Province, Municipality, ASL);
- the planning of training and professional updating of the Personnel;
- the evaluation/analysis of requests and reports from Customers, both directly and through the Customer Office or the Service Coordinator.

The Management Director is Mr. Benedetto Bellini.

Health Manager

Among his main skills we highlight:

- the institutional responsibility of the Structure for health functions;

- the evaluation of applications for entry and the authorization of the discharge of Guests;
- the clinical management and taking charge of the Guest, assisted by the health team present in the facility;
- the operational coordination of all health activities (medical, nursing, auxiliary and rehabilitation assistance);
- responsibility and supervision of the management of medicines, materials and medical equipment;
- responsibility for the hygiene of the structure and the control of general hygiene and health standards;
- the supervision and control of catering;
- the application and compliance with the safety rules of the environments and equipment for Guests and Operators.

The Medical Manager is Dr. Antonella Cataldi.

Services Coordinator

Among his main skills we highlight:

- the organization and control of social welfare and nursing services;
- the control of work plans;
- the verification of the correct drafting and application of the Individual Assistance Plans (P.A.I.);
- the management of specialist visits outside the Residence;
- the maintenance of relations with family members as far as health care is concerned;
- the collection, from the staff on duty to the plans, of reports and suggestions from family members to be forwarded to the Management;
- the supply of drugs and parapharmaceuticals.

The Coordinator of the Services is Dr. Roberta Di Molfetta.

ORGANIZATIONAL STRUCTURE

Social Area

It is open every day including holidays, approximately from 09.00 to 13.00 and from 16.00 to 20.00. In his absence, the Management Department intervenes.

It is available to provide information and guidance through the many services offered.

The Social Worker is responsible for:

- reception and relations with the public;
- guided tours of the Facility by interested persons;
- waiting lists;
- administrative practices (entry procedures, investigation of hospitalization and/or civil disability practices, ticket exemptions, etc.);
- requests, remarks and suggestions from customers for the various sectors of activity;
- relations with Guests and families as far as social competence is concerned;
- relations with the Institutions (Region, Municipality, ASL).
- On behalf of the Clients, it takes care of the bureaucratic procedures for obtaining documents, checks and benefits.

The Head of the Social Service is the Social Worker Roberta Di Molfetta.

Reception contact person

It is open from Monday to Friday from 09.00 to 13.00 and from 16.00 to 20.00. It is responsible for:

- the statistics of competence;
- Administrative practices (contract, resignation);
- the issuance of administrative certificates;
- invoicing to Customers;
- payments and refunds;
- della gestione della cassa Ospiti.

The Reception Referent is Mrs. Paola Ficarella.

Reception

The first meeting with the Residence takes place through the Reception, which is open every day from 09.00 to 20.00.

Among the various tasks, we point out those most useful to the Client, such as:

- the identification/control of access to the Structure, Services and Management Offices;
- the management of the switchboard and the sorting, recording or execution of calls on behalf of the Guests;
- indications on the use of the different spaces of the Residence.



SERVICES AIMED AT THE PERSON

The Windsor Club del Nonno guarantees guests medical, nursing, rehabilitative, psychological and social assistance to its guests, in compliance with the Individual Assistance Plan (P.A.I.) received from the DSS to which they belong at the entrance to the facility.

Health care

We try to ensure that each Guest (at the request of the Health Coordinator to the Head of the Pharmaceutical Sector of the ASL) receives, in collaboration with his GP and family, the supply of all the necessary drugs, oxygen therapy, medical material and artificial nutrition.

The staff of the Windsor Club of the Grandfather proposes itself as a facilitator and intermediary for bureaucratic obligations and in relations with doctors of the NHS to ensure the prevention and treatment of skin lesions from pressure (anti-decubitus mattresses and dressings) and personalized aids (wheelchairs, walkers). Grandpa's Windsor Club still has enough aids and prams for a occasional use.

The doctor of the facility and/or the GP, if he deems it appropriate for the well-being of the guest, can prescribe specialist visits and diagnostic tests.

The guest's family members, if any, are required to accompany their loved one on scheduled visits outside the structure.

The total economic responsibility of the Guest are the private specialist visits requested by the patient or his family.

Assistenza Medica

Within the Grandfather's Windsor Club there is a Health Manager, a nursing team (Night Medical Guard), general practitioners and external consultants specialized in Neurology and Geriatrics. Medical assistance is guaranteed compatibly with the prescribed standards and is articulated through an active presence plan (the hours of which are displayed in the Facility). The main tasks of the Health Manager are:

- assistance to the Guest in relation to all medical intervention needs (medical examination, prescription of drugs and diagnostic tests, small instrumental interventions);

- the compilation of health documentation and the registration of the medical records of the guests, their periodic updating and archiving;

- collaboration with the other professional figures present in the Facility (Nurse, Social Worker, Physiotherapist, Social Health Worker, Psychologist and Educator) to coordinate with them the most suitable methods of intervention;

- collaboration and discussion with fellow consultants of the various specialist branches and with hospital colleagues, in the event of hospitalization of the Guest;

- interviews, according to pre-arranged appointments and if necessary, with the Guest's family members to

- provide information on the state of health and on care and rehabilitation projects;

- supervises the management of drugs;

Individual Assistance Plan (P.A.I.)

A dynamic and interdisciplinary project, the P.A.I. emphasizes the personalization of the intervention and allows attention to be focused on the Person, a guest of the Grandfather's Windsor Club, taking into account his needs and desires. All professional figures work in concert to achieve a common goal.

The presence of family members and their contribution, in order to report on the history, affections, domestic habits, tastes of their loved one, are taken and held in great consideration by the work team, in order to outline a picture as complete as possible of the Guest and the consequent objectives to be achieved. Constant monitoring allows you to check if you are working in the right direction or if you need to revise the objectives previously outlined.

About a month after entering the facility, the team will summon the family member for the drafting of the Individualized Care Plan, in which the following are identified in a shared manner:

- the needs detected and expectations (of the guest and family members); la pianificazione dei percorsi e degli obiettivi nelle diverse aree;
- the specific actions, the type of services and the professional figures involved;
- the periodic evaluation of the results, with indicators, methods and times.

The P.A.I. thus becomes a moment of integration between professional intervention and the family sphere, through comparisons and sharing.

SERVICES AIMED AT THE PERSON

Nursing

The R.S.A. guarantees continuous nursing care, day and night, through Professional Nurses.

Nursing care is characterized by:

- administration/monitoring of therapy
- pharmacological and the detection of vital parameters;
- daily dressings of skin lesions and the prevention of pressure sores;
- continuous and direct assistance to critical Guests;
- the correct application of protocols in tutelary nursing.

Drug supply

The R.S.A. it procures the drugs, prescribed for individual users by the General Practitioners on the Single Prescription Book/Prescription Book, from the territorial pharmacy closest to the structure, documenting the pharmaceutical expenditure (Ticket if due, drugs in band C). It is forbidden for visitors and family members to provide medicines directly to Guests.

Services of social and social workers

Sanitary

The Social and Health Workers carry out and guarantee, on a continuous basis over the course of 24 hours, the activities of care and direct assistance to the Guests, concerning hygiene, dressing, assisted bathing, prevention of bedsores (with day and night positioning scheme), incontinence management, help with nutrition and hydration, stimulation and protection in walking.

Rehabilitation Service

Our thinking is based on the concept that in the R.S.A. must be preserved to the last and the as much as possible the autonomy of the individual. It is for this reason that the rehabilitation approach must be understood in a broad sense and must look at the overall framework of the Guest, extending to the entire span of his day, starting from the attention to care and hygiene, dressing, mobilization, consumption of meals, moments of physical therapy and those of socialization, passing through the sharing of objectives and the transfer of skills to all members of the team and family members.

The Service is guaranteed by the availability of specific spaces and equipment and by the presence of Physiotherapists, who carry out specific interventions at an individual, small group or large group level. Physiotherapists intervene in both neurological and orthopaedic pathologies, as well as in the prevention of the formation of bedsores, through the prescription of correct postures in bed and the provision of suitable aids.

Supply of Assistive Products

The supply of prostheses and aids is guaranteed to the entitled by the ASL to which they belong.

The Rehabilitation Service and the medical team take care to choose the appropriate aid and prepare the necessary forms for the delivery.



SERVICES AIMED AT THE PERSON

Psychological Counseling Service

At the center of the psychological intervention is the Person, both thanks to a work in close contact with the Guest and, indirectly, through teamwork and the relationship with family members. The Psychologist follows the moment of insertion and reception and offers a fundamental contribution to the drafting of the Individual Therapeutic Plan. He/she is available for interviews with Guests and their families; deals with neuropsychological assessment and activates cognitive stimulation/rehabilitation pathways.

Socio-Educational-Rehabilitation Service

There is a daily socio-educational-rehabilitation service guaranteed by Psychiatric Rehabilitation Therapists in the Structure. The Psychiatric Rehabilitation Therapists take care to manage the Guest's free time by promoting educational-rehabilitation activities, in order to prevent psycho-physical decay and ensure respect for the dignity of the Person; it also aims to personalize and take care of the environment in which the Guest lives. Useful activities are planned for the improvement of cognitive processes and spatial-temporal orientation; moments of socio-cultural aggregation are organized; particular attention is paid to the organization of parties and events in which Guests and their families can freely choose to participate.

The six-monthly or annual project of activities, drawn up by the Psychologist, is available to family members at the Reception. In each Nucleus the weekly program of activities organized by the Operators is displayed.

Religious Assistance

Inside the R.S.S.A. guests can practice any kind of cult.

Religious assistance and religious practice are guaranteed thanks to the presence of Catholic religious personnel at least fortnightly.

Non-Catholic Guests may receive spiritual assistance from the Minister of Worship, either at their own care or by requesting support from the Customer Office.

SERVICES

Entertainment

The Catering Service is active at the residence with meals prepared inside.

The menu, prepared by the Dietitian in collaboration with the Health Coordinator, varies according to the seasons (summer-winter) and rotates over four weeks. In each Nucleus the weekly and daily menus are displayed, which allow the Host different possibilities of choice, to respond to food preferences or particular problems of chewing and swallowing.

Personalized diets are prepared according to of the clinical needs of the Guests. The Operators ensure the feeding of the Guests who need it.

Menu Type

- Breakfast: milk, coffee or tea; biscuits or bi-
- Scalded.
- Lunch: first course of the day (alternative between white rice/tomato or white pasta/tomato); second course of the day (alternative between cold cuts or cheese; side dish (cooked vegetables or raw vegetables); fresh or cooked fruit.
- Snack: fruit juice with biscuits or bi-
- Scalded.
- Dinner: first course of the day (alternative between pasta and rice); second course of the day (alternative between cold cuts and cheese; side dish (cooked vegetables or raw vegetables or puree); fresh or cooked fruit.
- In relation to the prescriptions of the P.A.I., diets for diabetics and hypercholesterolemia are available.



Bar

The structure is equipped with coffee and refreshment machines. Luoghi Di Incontro

Inside the structure, guests can move freely. Suitable spaces have been created for socialization and meeting between guests, family and friends.

Effective signage allows you to orient yourself to go to the bar, restaurant, gym, common rooms and garden.

The absence of architectural barriers allows the access to the accessibility to all Guests.

Only for entry to the Housing Units is it necessary to contact the Assistance Staff, to verify the possibility and opportunity of the visit at that time.

Cleaning of environments

The daily cleaning of all rooms, with particular attention to the hospitality rooms, is guaranteed by specialized personnel, relieving the assistance staff of this task.

Laundry

The laundry and ironing service of personal garments that can be washed in washing machines for domestic use is guaranteed by the R.S.A.. You can get information on how to request the dry cleaning service at the Social Worker's Office.

Hairdresser and Beautician

In the Residence there is a hairdresser/barber service once a week for cutting, styling and special needs. Once a week there is also a manicure and aesthetic pedicure service. Reservations are required at the Reception for the Service. The cost of the service is borne by the Guest.

INFORMATION

Comfort of the rooms

Grandpa's Windsor Club is organized on 4 floors, 100 beds in single and double rooms. In each room, the bathroom is equipped with a shower, sink and toilet.

Particular attention has been paid to the optimization of and the personalization of the rooms, which can be enriched with the Guest's personal belongings.



The structure is open to the public from Monday to Sunday, including holidays, from 09.00 to 20.00. Access to the facility, in order not to disturb Guests during the moments dedicated to hygiene, nutrition and rest, is allowed on weekdays and holidays, by reservation in the morning from 09.30 to 11.45 and in the afternoon from 16.30 to 18.45 (any exceptions must be evaluated and authorized directly by the Health Coordinator). We also invite every visitor to maintain correct and respectful behavior towards everyone at all times.

Telephone

It is possible to receive phone calls directly at the facility. The use of a personal mobile phone is allowed, in exceptional cases

Mail

Guests who intend to send correspondence can deliver it to the Social Worker through whom incoming correspondence will be delivered to the Guests.

Transfers and Expenses

The transfer of the Guest outside the RSA for any reason, with the exception of health emergencies, is the responsibility of the family members.

The exit of Guests from the Facility, allowed provided that there are no clinical contraindications, it is authorized by the Management Director and must be reported in advance to the Coordinator of Services/Social Service. From the moment of exit and until the moment of return, the responsibility of the Guest is borne by the family member or the Person authorized to accompany him.

At the Reception it is necessary to fill in the forms provided, preferably a few days before the exit.

Assisted transport

The transfer of the Guest outside the RSA is generally the responsibility of family members with the exception of health emergencies.

INFORMATION

A typical day

- The day for the Guest begins at 06.15 with the alarm clock and personal hygiene and dressing operations.
- From 08.30 to 09.30 a.m. the
 - breakfast.
- From 10.00 a.m. to 11.30 a.m. it is possible to participate in rehabilitation and/or recreational activities in the floor hall or in the multi-purpose hall.
- At 12.00 noon we have lunch and around 1.00 p.m.
 - wants or needs it, can lie down in the
 - own room for afternoon rest.
- In the afternoon, from 4.30 p.m., a snack is served and afterwards it is possible to participate in rehabilitation and/or recreational activities in the floor hall or in the multipurpose hall.
- Dinner is served at 7.00 pm.
- From 20.00 the preparation begins
 - of the guests for the night's rest.

The Tuition Fee

The fee varies depending on the type of entry.

If access is requested directly by the guest or his family, the amount of the costs is established by the Company for an amount of € 70.00 per day in a double room and € 80.00 in a single room.

If access is through ASL validation and is among the places available in the agreement, the total fee determined by the Puglia Region with D.G.R. 3032/10, equal to Euro 100.34 per day (excluding VAT) is divided between the guest and the ASL and includes:

Health, medical and nursing service;

Social welfare services;

Social Secretariat Service;

Rehabilitation service;

Psychologist;

• Hotel services (catering, laundry, etc.);

Youth Service.

The following are excluded from the fee: the hairdresser and the pedicure and manicure service, the laundry service of personal clothes that cannot be washed in washing machines for domestic use, unplanned and unscheduled assisted transport and any interventions by Specialist Doctors requested by the Relatives or the Guarantor, including dental services.

PRIVACY PROTECTION

The R.S.A. ensures that the collection of personal, personal and telephone data as well as those relating to the state of health required of its Guests and their Guarantors or Guardians, takes place in compliance with Legislative Decree 101/2018 and subsequent amendments.

The main purposes of data collection are related to:

administrative management;

care of the Guest.

The data relating to the Guest's health are subject to

Communication only:

to the Staff in charge of assistance of the R.S.A. who need to know them (in relation to their task) in order to be able to proceed with the provision of assistance, care and rehabilitation services;

to the territorially competent ASL;

to the individual concerned, upon request.

Data Controller and database of the

R.S.A. is the Director.

Furthermore, it is reminded that all Social and Health Workers are bound by official secrecy and committed to guaranteeing and protecting the Privacy of the Host.

Informed consent

The Guest and his/her family members are informed in a clear, comprehensive and understandable manner about the medical care and procedures implemented at Grandpa's Windsor Club.

In the event that therapeutic practices are necessary,

The Guest and/or the Guarantor is asked by the Doctor for written consent to proceed.



QUALITY GUARANTEES

The Windsor Club of the Grandfather has defined the activities for the collection and analysis of inefficiencies in order to build a conceptual framework within which to place the actions aimed at improving and developing the culture and widespread practice of relations between citizens and service operators,

The fundamental principles on which this activity is based are:

- The humanization of services;
- The personalization of care;
- Privacy protection

In the process of defining the strategy for improving the quality of services, users, relatives and employees were involved as much as possible. The Management will welcome with interest any suggestion, stimulus or proposal, with the constant commitment to ensure a Quality Service.

These services may be supplemented by any provisions or notices issued by the Management in order to improve the coexistence of guests.

The R.S.A Windsor Club del Nonno has obtained certification against the ISO 9001 standard, aiming to continue towards paths of continuous improvement.

IMPROVEMENT AND PARTICIPATION

Complaints and Suggestions

The possibility of making comments and making suggestions is a basic and essential element of the protection of the rights of It is therefore considered of fundamental importance to guarantee these rights also in order to be able to continuously improve our performance and the quality of the Services offered.

Every employee of the WINDSOR CLUB OF THE NON-who receives a complaint from users, relatives or caregivers, in written or verbal form, has the obligation to deliver it or report it to the contact person of the Management.

If the report relates to problems that are easy to resolve, the contact person takes action and immediately clarifies the case with the user, verbally closing the report received.

With regard to repetitive reports or signals deemed relevant, the contact person of the Management who receives it, documents it on the complaint form and decides, implements and documents the treatment considered best to contain the reported inconvenience.

The Management and the personnel involved identify the causes of the complaint and, based on the degree of criticality according to the impact on the user's health and the frequency with which it occurs, document and plan the initiation of any corrective actions.

If the report is unfounded and does not require any decision, this information should be reported on the complaint form and the reasons for it should be indicated.

Conclusions

Thank you for your attention. In the hope of guaranteeing a professional service that lives up to your expectations, we ask you to collaborate by personally communicating your suggestions to us, which we will always keep in mind with a view to continuous improvement and optimization of the services provided.

Through questionnaires relating to the satisfaction of the of the patients / relatives / care givers it will be our concern to make organizational and responsibility changes following the analysis of the results of the questionnaire. We try, with constant commitment, to ensure a quality service!