



# DOCUMENT OF SERVICES



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## 1. INTRODUCTION

This Document of Services is the document that governs the relationship between the guest and the CTR2 TORRE CERTALDA (CTR stands for Comunità Terapeutica Riabilitativa, which means Riabilitative Therapeutic Centre). It contains all the information concerning the services offered, the methods of access, quality standards, protection and participation of guests: the aim is to pursue the "customer satisfaction" within the framework of continuous improvement and with the possibility, for the guest, to be able to forward complaints of lack of service, so as to solve them promptly.

It should also be pointed out that what will be read in this document is only a part of the activities carried out by the operators; here we have selected the information deemed most useful for the guest and excluded those activities internal to the services, which are of an organizational and managerial nature that guarantee the correct performance of the services addressed to the guests.

It is the tool through which CTR2 Torre Certalda makes transparent and shared the guiding principles of its therapeutic and rehabilitation practice, thus giving the guest a general overview of the services offered, the internal organization, its functioning as well as the commitments and guarantees that the service and the Cooperative are able to provide and guarantee with constant attention to the rights of the guests. The guest is therefore a participant, since the cooperation between those who provide the service and those who use it is the prerequisite for the realization of new actions aimed at improving the service itself.

This Document is to be interpreted in a dynamic way, as it is subject to periodic checks and updates, on a yearly basis, thanks also to the contribution of ideas and experiences of those who work there or those who come into contact with the structure in order to allow an ever-better quality of service.

It also guarantees the right to complain: anyone who considers CTR2 Torre Certalda responsible for any lack of services or behavior that has in any way limited the usability of the services provided, caused damage, or restricted the exercise of the rights of the person can easily submit a formal complaint and receive a prompt response. This should be the case if they decide not to use first the judicial and extrajudicial remedies provided for by the legislation in force.

### Brief history of Società Cooperativa Sociale ASAD

The Cooperativa A.S.A.D. has been operating since 1977 in the field of social-health-educational and social-assistance services. It was founded around a project aimed at providing home care services for the elderly. After a first phase in which the services, although increased, were limited to this sector and to the city of Perugia, the Cooperativa developed this activity extending it to other social sectors (in order, to the areas of disability, minors, mental health, immigrants, drug addiction and alcohol abuse) and to other areas of the territory (Perugia, Gubbio, Gualdo Tadino, Assisi, Bastia Umbra, Umbertide, Cannara). During the years other

services were added and the Cooperativa has worked actively on their definition and realization, in close collaboration with the Public Services (basic socio-sanitary districts, C.S.M. Mental health centers, social services of the various towns) and making use of the accumulated experience. The services offered range from more "traditional" services to those relating to innovative interventions. They are complemented by planning, research and training activities and cultural promotion. Today, in addition to home care, the management of residential structures, in various sectors, is a pivotal point in the range of social and health benefits that ASAD offers, both in terms of the professionalism of the operators employed, and in terms of experience and ability to organize the service. Over the last few years, the cooperative has developed the skill to organize activities and structures.

### ASAD's Mission

ASAD is a social enterprise that:

- Participates in and promotes the social, cultural and economic development of the community;
- Builds "social and relational networks" with associations and other organizations of the Third Sector, the cooperative world, educational and training agencies;
- Seeks to meet the social needs and solve the problems of the community;
- Offers qualified employment opportunities.

### The Values

- Centrality/globality of the person: valorization of differences, attention to the person as a whole, not limited to his or her needs only; stimulating processes of change and individual growth;
- Social justice: the organization's commitment to providing equal opportunities for action, ensuring that people have a fair distribution of resources;
- Guaranteeing the right to citizenship: making concrete efforts to enable all people to exercise their rights;
- External and internal solidarity: Understanding and sharing the needs of community members and cooperative members. Commitment of the organization to allocate resources to remove situations of need;
- Democracy: exercise of the rights (and duties) enjoyed by the members of the cooperative, acting on the principle of "one head, one vote". Conscious participation of all the partners of the cooperative in the life of the organization, guaranteed through: information, communication and internal and external transparency;
- Transparency: clarity of behavior and intent.

## 2. PRESENTATION OF CTR2 TORRE CERTALDA

The CTR2 Torre Certalda, managed by the Società Cooperativa Sociale ASAD, has been operating in Umbertide since 1997 as a residential health facility for people with psychiatric problems. The service is contracted with the Servizio Sanitario Nazionale – SNN (National Health Service) and has been given the authorization to operate by the Region of Umbria n. 3370 of 07 May 2004. It has obtained the accreditation of the Umbria Region with the Determinazione Dirigenziale n. 5854 of 22 June 2007. In 2015 ASAD has obtained the authorization to transform the Therapeutic Community into CTR 2.

The objective of CTR2 Torre Certalda is to place the Guest at the center of its activity as an active subject of their care path, respecting their security, their personal dignity and their right to privacy, with the affection and professional skills necessary to meet every need for care. In order to efficiently pursue its mission, CTR2 Torre Certalda relies on a team of healthcare and administrative professionals with whom it shares and seeks to continuously improve the quality of the services provided, through the planning and monitoring of activities, the prevention and management of health risks, the analysis of the results obtained and the satisfaction of all stakeholders, through the implementation of an organizational model that provides for the application of ethical, organizational and professional principles.

The CTR2 Torre Certalda recognizes itself as an integral part of the SNN and the Umbria Region, with which to share and develop regional policies oriented to the continuous improvement of quality for a health care that is a real and complete answer to the increasingly complex and articulated needs of citizens.

The CTR2 Torre Certalda intends to contribute to the realization of synergistic health care pathways with all stakeholders involved, with the fundamental attention to the rational use of human, structural, technological, and economic resources necessary for the implementation of the services provided in the facility.

### The building

The building is located in the countryside of Umbertide (PG), 4 km from the center. It consists of a central body and an external structure used for rehabilitation activities and the meeting with guests' family members. The central building is organized as follows:

**Ground floor** where we find operators' office, infirmary room for clinical/therapeutic interviews and team meetings, 3 rooms for activities that can be used as a single room or separable to create more intimate spaces, dining room, kitchen, pantry, 3 bathrooms including one equipped.

**First floor** where there are 9 guest rooms (5 with private bathroom); 3 shared bathrooms of which 1 equipped; 1 staff area;

Outside we find technical spaces and a laundry room

## Laws references

The Document follows the following laws, which will be left in Italian for reference:

- “Schema di riferimento per il settore sanitario della carta dei servizi” DPCM 19/05/1995;
- “Attuazione della Carta dei Servizi del Servizio Sanitario Nazionale” guide lines 31/08/1995 supplemento ordinario della Gazzetta Ufficiale n. 108;
- “Adozione della Carta dei Servizi Sanitari” Circolare del Ministero della Sanità prot. N. 100/Scps /21.12833 30/10/1995.

## Laws references specific for mental health

- Legge n° 180 e n° 833 del 1978;
- The 2005 Declaration on Mental Health for Europe of the Ministers of Health of the Member States of the WHO European Region and its subsequent legislation: the 2005 European Ministerial Conference Mental Health Action Plan for Europe, the 2005 European Commission Green Paper, the European Pact for Mental Health and Wellbeing adopted by the European Union High Level Conference and the European Council Conclusions that followed in 2008, the European Parliament Resolutions on improving mental health, well-being and safety in the population and the workplace 2008 and 2009, the European Action Plan on Drugs 2009/2012;
- DPR 14/1/1997: Requisiti strutturali e tecnologici per le strutture del Dipartimento Salute Mentale;
- Piano Sanitario Nazionale 1998/2000;
- DPR 10/11/1999 Progetto Obiettivo Tutela Salute Mentale 1998/2000;
- DGR n° 372 del 7 luglio 1997;
- DGR n° 406 del 2 marzo 2006;
- Piano Sanitario Regione Umbria 2021/2025;
- DVSS Valutazione del PSR 2003/2005 (Perugia, Aprile 2007);
- D.P.C.M. 19 maggio 1995;
- Gruppo di lavoro residenzialità psichiatrica (AGENAS-GISM);
- Piano d’azione Salute Mentale 2013;
- Linee d’indirizzo nazionali per la salute mentale;
- Regolamento Regionale n° 2 del 12 aprile 2022;
- Deliberazione della Giunta Regionale 3 luglio 2017, n. 758;
- Determinazione Dirigenziale n° 12812 DEL 30/11/2017;
- Legge n° 9 del 2012;

- Legge n° 81 del 2014

### 3. POLICY, SCOPES, MISSION

The CTR2 Torre Certalda sets as **main purpose** of its activity:

- To comply with applicable laws and “contractual” requirements in order to achieve full guest satisfaction;
- To optimize the effectiveness and efficiency of the services of the CTR2 Torre Certalda through their ongoing planning and monitoring in order to meet the social and health needs of the guest and the population in general;
- To carry out the assessment of the internal and external environment and of all stakeholder as an integral part of the planning of its management system;
- To carry out ongoing assessment and management of risks related to the center management;
- To foster cooperation and strengthening research and innovation to fully implement guest-centeredness;
- To foster better integration with guests and stakeholders in identifying their needs and expectations and actions to meet them;
- To identify performance indicators to measure the center effectiveness and efficiency and the attribution of objectives;
- To do everything in our power to prevent adverse events and non-conformities;
- To pursue an assiduous and constant cooperation with suppliers of products and services in order to establish relationships that bring to a continuous and joint growth of the overall quality offered to the market;
- To improve the sensitivity, collaborative spirit and focus of all staff on quality aspects.

To achieve this objective, the CTR2 Torre Certalda has decided to undertake a **Quality Policy** which is essentially based on the following principles:

- Guarantee to the guest of the correct execution of the services;
- Effectiveness of interventions in terms of risk prevention;
- Achieving the expected economic results while ensuring high quality services;
- Reduction of the costs of “non-quality” in all activities carried out;
- Pursuit of guest satisfaction;
- Pursuit of continuous improvement;
- Continuous training and updating of staff and collaborators as a tool for achieving the success of the Center;

- Involvement of staff and stakeholders.

In addition, in order to achieve its goals, CTR2 Torre Certalda considers it essential to promote and support teamwork, where each individual is fully integrated with the others. **CTR2 Torre Certalda in order to implement an effective quality policy is committed to:**

- define, apply and maintain a Quality Management System in accordance with the requirements of the UNI EN ISO 9001:2015 standards;
- guide business processes, taking into account the context in which it operates and seeking to satisfy the stakeholders involved in the conduct of business activities, as well as calculating and assessing all risks related to organizational management;
- comply with legal requirements and in particular: — prevention and management of health risks, in accordance with Legge Gelli 24/2017 - health and safety at work, with reference to Legislative Decree 81/2008 - privacy and confidentiality of data, in compliance with EU Regulation 679/2016 — Manual 231 and Code of Ethics as well as contractual regulations;
- ensure that staff are adequately informed and trained on the quality aspects of the internal organization;
- design, organize and implement the services to meet the needs and expectations of its guests in terms of quality and taking into account document traceability, from the orientation phase to the release of the guest;
- develop appropriate control systems to monitor the quality of the services provided;
- draw up an annual activity plan defining activity and quality objectives with the involvement of operators and those involved in therapeutic and rehabilitative activities for the benefit of guests. This plan is also drawn up by assessing the results achieved in relation to what was foreseen in the business plan drawn up the previous year;
- spread its quality philosophy inside and outside CTR2 Torre Certalda;
- operate according to the principles of continuous improvement of business management systems;
- promote stakeholder participation and consultation to ensure efficient and effective implementation of the corporate quality management system;
- promote business growth.

The Management of the Cooperativa supports the stated Policy and the objectives by ensuring the availability of all necessary resources by ensuring that the staff are involved and support the directives by implementing them during the guests' stay.

#### 4. FUNDAMENTAL PRINCIPLES IMPLEMENTED BY THE SERVICES DOCUMENT

- **Equality:** no discrimination in the provision of services is made on the grounds of sex, race, ethnicity, language, religion, political opinion, and socio-economic status.
- **Impartiality:** in the provision of health services CTR2 Torre Certalda inspires its actions to the principles of impartiality and fairness in favor of the guest and towards the sending SSR - Servizio Sanitario Regionale (Regional Health Service).
- **Continuity:** every guest is guaranteed continuity not only in the treatment but also in the human and professional references throughout his/hers therapeutic path. In addition, the close cooperation with the health professionals of the sending services guarantees continuity of care even when returning to the territory of origin.
- **Right of choice:** every guest has the necessary information to fully understand the type of facility and the services it provides and, therefore, is put in a position to be able to concretely exercise the right to freely choose whether to carry out the therapeutic program agreed upon at our facility or whether to turn to other local health or social health facilities.
- **Participation:** the patient is considered the protagonist of his/her therapeutic path and, therefore, his/her participation and direct involvement in the life of the community is guaranteed, compatible with his/her state of health and with the current therapeutic phase. The patient is an active participant in identifying the objectives of the treatment and evaluating the outcome. His/Her family is also constantly involved in the therapeutic process.
- **Efficiency and effectiveness:** the CTR2 Torre Certalda, in the provision of services, has as reference the diagnostic and therapeutic guidelines extensively tested and constantly verified by the managers of the sending A.S.L., implemented on the basis of the new needs of the guests. CTR2 Torre Certalda aims to respond effectively and efficiently to the needs of guests.
- **Respect for confidentiality:** the CTR2 Torre Certalda guarantees the full operation of the rules protecting the confidentiality of the guest regarding the information and the processing of sensitive data as provided by national and European regulations.
- **Right to physical security:** the CTR2 Torre Certalda applies the laws on safety, which is a priority and prejudicial value for a favorable development of care practices.

#### 5. RECIPIENTS

The service welcomes guests coming from the districts of jurisdiction of USL Umbria 1 and 2 and guests from outside the region, with serious psychiatric disorders, complicated by substance abuse and polymorphic addictions or by restrictions of freedom, with an age equal to or greater than 18 years old.

The prerogatives of the service already allow a certain flexibility in the times of use, which may vary in relation to the duration of the admission.

The type of guests that the CTR2 Torre Certalda receives requires that the arrivals meet the needs of homogeneity in relation to the clinical situation, in order to create the conditions for the preparation of coherent interventions and with the objective of limiting the onset of more marked discomforts, in the medium to long term, guaranteeing the personalization of the projects.

Specifically, the spectrum of needs addressed is as follows:

**Severe disorder or lack of control of impulses:** the service is aimed at accommodating a population mainly belonging to a young age group expressing complex needs related to the spectrum of personality disorders, highlighting problems related to impulse disorder, pervasive modes of instability of interpersonal relationships, self-image and mood, which may present comorbidities with other, non-prevalent disorders, such as substance abuse, not in the active phase, and which have already started specific treatment in cases of continuous consumption;

**Guests coming from the area of penal enforcement:** the aim of the facility is to provide an appropriate environment for the person, in complex and difficult situations of need, to benefit from a path of care, assistance and social inclusion in the territory in cooperation with the referring services where these, in agreement with the magistracy of supervision, have assessed the possibility of personalized health and rehabilitation practicable projects.

The CTR2 Torre Certalda realizes an experimental design, adapting its therapeutic rehabilitation and assistance modules, opening the possibility of inserting patients from the area of penal enforcement into the regional assistance system, with a mission to offer assistance and rehabilitation programs with varying assistance levels. In particular, we mention situations such as the waiting period for a trial, the provision of alternative judicial procedures, cooperation with the competent authorities in monitoring in periods beyond the sentence and in assessing the social danger.

## 6. METHODOLOGY

The methodology of the therapeutic model adopted by CTR2 Torre Certalda is **an integrated treatment, individual, family and group, psychotherapeutic and rehabilitative** based on doing and working together, through the sharing of the problems of daily life.

It foresees the collaboration of several subjects for the **formulation and implementation of the therapeutic project:** the public service, the individual therapist, the family, the support administrators, the reference operator, and the health and social professionals of the CTR2 Torre Certalda.

It involves teamwork, through comparison and supervision meetings, where objectives and working strategies are agreed and shared.

The work of the operator and the therapeutic relationship must therefore favor the clinical and rehabilitation path. The curative function of therapy consists, therefore, in an integrated work of rehabilitation and psychotherapy. Rehabilitation and psychotherapy have a complementary and synergistic function and a dialectical relationship should be established between them:

- the patient, accompanied and supported by the operator, participates in program activities during which he or she may encounter difficulties which may manifest as agitation/destructive behavior;
- the analytical elaboration of one's own experience allows the guest to understand, accept and, to some extent, reappropriate parts of oneself split, removed, hated;

It is therefore necessary to help the patient to process what he/she has already done or said in his/hers therapeutic journey, with his/hers actions and his/hers "talking actions", as Racamier calls them.

The therapeutic process foresees that the psychotherapeutic, rehabilitative and community life services carried out by the CTR2 Torre Certalda are also directed to the search for solutions external to the therapeutic community to facilitate the process of socialization and overcoming relational difficulties. The result is a complete overcoming of the concept of custody and segregation that has - until recently - characterized the treatment of the mentally ill people. The therapeutic activity will therefore tend to favor the patient's freedom of action and movement as well as his/her full autonomy. In this perspective, the patient will also be urged to personally implement any medical prescriptions with the constant verification of the community health workers.

## 7. THE ACTIVITIES OF CTR2 TORRE CERTALDA DEFINED IN THE INDIVIDUAL PROGRAMS OF THE GUESTS

**The activities concerning both individual projects and those of socialization are carried out by encouraging the involvement and participation of guests, guaranteeing an effective collaboration to meet the needs of the service and, therefore, to improve it.**

Each activity is aimed at therapeutic and rehabilitative purposes with the design and realization of personalized rehabilitation programs, coordinated with individual therapy programs of both pharmacological and psychotherapeutic type. The construction of the individual project takes place through the observation and monitoring of psychopathological aspects, relational, social, work skills, territorial resources, in integration and coordination with the evaluation activity carried out by the referring doctor.

The activities are:

**Daily activities:** The care of oneself, of one's physical health, personal hygiene, tidying up and taking care of one's room and common spaces is done through the support of the operator, who is committed to "doing with" the guest and not to replace him/her. For the activity of preparing meals and the table, the constant involvement of the guests is foreseen, which assumes a dual value: that relating to the recovery of skills, able to provide support for autonomy, and that relating to the "taking care" of oneself and the others guests;

**Individual and group clinical interviews:** conducted by the psychiatrist or psychologist/psychotherapist;

**Family group:** led by the psychiatrist or psychologist/psychotherapist;

**Structured activities:** they are conducted by external and internal experts, with whom the staff periodically carries out common moments of verification, reflection and periodic redesign;

**External activities:** carried out in collaboration with the other services of the local network and with the informal network, in support of individual therapeutic and rehabilitation projects, with a view to inclusion and regaining citizenship;

**Training and employment programs:** where the individual project so provides;

**Entertainment activities:** organization of events, parties and shows to promote and raise awareness on mental health issues; summer and winter stays, outings, independent outings of guests if stated in the individual project provides.

**Networking activities** for the identification of community resources to be activated in support of individual and group therapeutic rehabilitation programs;

**Sports activities** through the Peter Pan Sports Association

## 8. SERVICES PROVIDED

The service of the CTR2 TORRE CERTALDA is guaranteed continuously and regularly through the presence of operators, 24 hours a day, every day of the year. The services provided are:

**External laundry service:** the supply and cleaning of the bed linen and that intended for the kitchen, is entrusted to an external laundry in accordance with the criteria of hygiene and sanitation.

**Internal laundry service:** the washing of the guests' clothes, in accordance with the philosophy described, is carried out independently by the guests, helped when necessary, by the operator: the care and cleaning of one's wardrobe is fully part of the aspects of self-care.

**Cleaning service of the structure:** it is carried out by an auxiliary and if needed by a private external cleaning company. The care of personal spaces is carried out independently by the guests, helped if necessary, by the operators.

**Food supply service:** food is supplied through qualified suppliers. As part of the process of empowerment and autonomy, guests buy daily food items (bread, etc..).

**Food service:** preparation of meals.

**Supply of medicines:** for the purpose of the rehabilitation path of the guests, the CTR2 Torre Certalda guarantees the individualized finding of medicines at the territorial CSM of Città di Castello or on prescription of the primary doctor.

**Asset safekeeping service:** The service guarantees the safekeeping of valuables for guests. The service is free of charge.

**Telephone service:** within the process of empowerment and responsibility of the guest, there is a regulation governing the use of the telephone.

The following items are not available: bath towels/towels, personal hygiene materials/cosmetics and related accessories, clothing and linen, cigarettes, cost of stay, any prescription for medicines, medical examinations or tests.

## 9. STAFF

The multifunctional team of the CTR2 Torre Certalda consists of the staff required by regional regulations, namely:

- Health Director (psychiatrist);
- Psychologist/psychotherapist;
- Psychologist/psychotherapist for supervision/support;
- Social Worker;
- Basic Service Coordinator;
- Nurses;
- Professional educators;
- Social Assistance Operators;
- Auxiliary operators.

The updated organizational chart of the structure is available on the website [www.torrecertalda.it](http://www.torrecertalda.it)

## 10. ACCESS MODE AND WAITING LIST

The Mental Health Departments, the Mental Health Centers (CSMs), and the other Institutional Agencies in charge of the guest prepare proposals for access, ***included in the waiting list as required by the legislation in force***, which are then evaluated by the medical staff responsible for the service. In the event of a lack of spaces but of a request which meets all the requirements, the guest is put in the specific waiting list of the structure.

A report on the presentation of the case shall be requested from the sending service. The guest's entry into the CTR2 Torre Certalda is voluntary: any therapeutic relationship can arise and develop only in compliance with the patient's wishes. The waiting times for the entry into the facility are closely linked to the availability and the time needed for the authorization by the competent ASLs.

In order to facilitate the assessment process, the team of CTR2 Torre Certalda requests preliminary meetings with the referral services, with the guest for whom the insertion has been requested and his/her family members, in order to:

- inform the patient and his/her family about the work taking place in the structure;
- help them to recognize their psychological distress – the need for care – and to develop motivation for therapy;
- support them in the process of separating them from their home or other facility/service;
- establish a relationship of trust with the operator who will follow him/her;

- identify certain therapeutic targets;
- get to know and make yourself known to your peers;
- experiment with the Community environment and its programs.

If the application has a positive outcome, the referral services of the guest will fill in a form which completes the request for information on the case.

Entry cannot be made without a formal expense commitment from the sending service.

The opportunity to access the programs of the CTR2 Torre Certalda is then evaluated by the team taking into account the specificity of the case, the suitability to the type of intervention, the potential integration with the group of guests already resident.

At the time of entry, the guest receives all the information concerning the service, which allows him/her to decide whether the project is suitable for his/her needs, thus guaranteeing his/her right of choice. The guest also signs for acceptance the internal rules of the structure and the PTRP – Piano Terapeutico Riabilitativo Personalizzato (personal therapeutic rehabilitative plan), (which may be re-evaluated) in which:

- confirms the request made in due course to the originating department to participate in the Community program;
- undertakes to be sincere and honest in dealing with operators and peers;
- undertakes to respect Community rules and to participate in all program activities;
- asks to be helped to achieve some therapeutic goals, identified during interviews.

Family members/AdS (Amministratore di Sostegno – Legal Guardian) are also informed of the PTRP with respect to which they commit to cooperate. Periodically, PTRP verification meetings are scheduled with the parties involved: the patient, family members/Ads, the CTR2 Torre Certalda, the sending service.

### Daily allowance

**The financial expenses of the insertion** at CTR2 Torre Certalda, established on the basis of the resolution of the Region of Umbria n° 406 of 2 March 2006, is borne by **SSN**.

The expenses of the individual project, established on the basis of Resolution No 406 of 2 March 2006 of the Region of Umbria, is as follows:

- 160.65 euro/day: for guests coming from Asl Umbria 1;
- EUR 178.5/day: for all other guests

## 11. PATHS' PURPOSES AND LENGTH OF THE PROGRAMS

Community intervention is of **high therapeutic intensity**, limited in time, the period of which shall be determined by the periodic verification of the individual therapeutic-rehabilitation project, by the sending services and by the multifunctional team, and shall have the following objectives:

- overcome the anguish of separation from home, be able to respect the rules of community life and participate in all program activities;
- develop a positive relationship of trust and dependence with his/her operators, learn to respect it and recover it when it is undermined;
- learn to recognize and share emotions and experiences, legitimizing the possibility of expressing one's own internally opposed emotional needs;
- remember, reconstruct and reinterpret their own life story.

The goal of the stay is a good release. The therapeutic path can of course be interrupted at any time for many reasons. In the event of a planned release, the guest is helped to draw up an assessment of his/her experience.

The stay is for a maximum of 18 months, which can be extended for further periods in accordance with the sending services if the needs, capacities, resources of the individual guest and the context make it necessary.

## 12. PARTECIPATION, PROTECTION AND RIGHTS/DUTIES OF THE GUEST

The CTR2 Torre Certalda guarantees the functions of protection towards citizens through the possibility of making a complaint as a result of a lack of service, act or behavior that has denied or limited the usability of the service offered. The CTR2 Torre Certalda undertakes to implement measures to improve quality standards by assessing the reported malfunctions and measuring the level of satisfaction perceived.

The CTR2 Torre Certalda applies **the rights of patients to healthcare** and in particular guarantees:

- an individual, specific and personalized therapeutic rehabilitation project;
- respect for privacy: guests who come into contact with doctors and healthcare facilities for treatment, medical services and administrative purposes must be guaranteed absolute confidentiality (including their clinical and non-clinical data) and dignity;
- medical care must be provided by competent, qualified, courteous staff;
- the right to transparent information on access to the facility, activities and health processes and to express consent to the therapeutic rehabilitation project;
- receive information enabling the patient to give effective informed consent prior to treatment; this information should also cover the possible risks or inconveniences arising from the treatment;

- the quality of medical care appropriate to their state of health;
- the right of the patient to be cared for and treated with care and attention in accordance with human dignity and their religious and philosophical beliefs;
- not to be restrained and not to be subjected to acts detrimental to their physical integrity and dignity.
- not to be institutionalized through a series of attitudes, behaviors and situations that guarantee, in an anti-asylum logic, the centrality of the person through the specific individual project and integrated interventions, which take into account pharmacotherapy, individual interviews, group work and expressive activities.
- citizenship through access to all essential social services and, above all, to a place to live and work, with a view to social integration for all guests.
- to a regular and continuous takeover in which the therapeutic-rehabilitative intervention of the community is characterized as a transitional moment of a broader and more articulated path, through the nodes of the territorial network and not, and in any case always respecting the individual project, monitored with periodic verifications.
- the right of citizens with disabilities to the removal of architectural barriers;
- continuous monitoring of the possible therapeutic pathway;
- accurate knowledge of the guest's medical history;
- a listening point for all questions related to the therapeutic process;
- a listening point for all questions relating to the administrative process;
- right to suspend treatment.

At the same time, **the guest has the duty to:**

- respect the Regulations signed at the time of entering the structure.
- behave respectfully and courteously towards all persons working within the facility (operators, guests, doctors, family members, suppliers, etc.) adopting the rules for a good and civil coexistence.
- behave responsibly and respectfully towards the objects, materials and tools used in the structure, taking care of the spaces and the place where he/she lives.
- comply with the Privacy Act in any situation and context.
- consider the personal room of everyone their private space, so to access it there is the need to have the consent of the person who occupies it.
- have the most collaborative attitude possible towards all interventions that support the individual and structural therapeutic-rehabilitative project.
- avoid any waste within the facility (cleaning materials, food, etc.).
- communicate your family and income situation so that the multifunctional team can calibrate the individual project.

### 13. CITIZEN'S SAFETY

The CTR2 Torre Certalda guarantees protection of its guests, family members and sending services through the possibility of making a complaint as a result of service failures or any act or behavior that has denied or limited the usability of the service offered.

The structure undertakes to implement measures to improve quality standards, through the evaluation of services, reports and the recording of perceived satisfaction, and ensures that they are forwarded to the Management for decision.

### 14. HOW TO REPORT COMPLAINTS/SUGGESTINGS/PRAISES

Guests and/or their families, AdS, sending services and all stakeholders may submit a written and/or verbal complaint (at the secretary desk) as a result of a lack of service, act or behavior that has denied or limited the usability of the services; they may report any suggestions, proposals and advice aimed at improving the same or praise, by addressing them to the desk of the structure via e-mail [c.terapeutica@asad-sociale.it](mailto:c.terapeutica@asad-sociale.it) or directly leaving them in the appropriate box located at the entrance of the CTR2 Torre Certalda. Upon receipt of submitted reports and complaints, we provide a written reply within 15 days.

### 15. PRIVACY

The CTR2 Torre Certalda has adapted both its IT and paper system to the regulations contained in Reg. EU 2016/679 "General Data Protection Regulation" GDPR (after the "Privacy Code" D.lgs. 196/03).

This Regulation aims to protect the right to confidentiality of personal data, in order to prevent their improper use from harming or impairing the rights, fundamental freedoms and dignity of the data subjects.

The e-mail address of CTR2 Torre Certalda Controller of the processing of personal data collected in person of its legal representative is [privacy@asad-sociale.it](mailto:privacy@asad-sociale.it).

The DPO (Data Protection Officer) to which patients can turn for all questions relating to the processing of their personal data and the exercise of their rights under Reg. EU 2016/679 is **Liana Cicchi** (email: [liana.cicchi@asad-sociale.it](mailto:liana.cicchi@asad-sociale.it)), alternatively they can turn to the **Privacy Officer Fernanda Fedeli** (email: [fernanda.fedeli@asad-sociale.it](mailto:fernanda.fedeli@asad-sociale.it)).

## 16. DUTIES AND PROGRAMS

The main purpose of CTR2 Torre Certalda is to identify and meet the needs and expectations of its guests and all stakeholders in order to obtain competitive advantages and to make the services provided effective and efficient. The CTR2 Torre Certalda guarantees the protection of the guest through processes for the reception and definition of complaints, verification of commitments and quality standards. These processes are aimed at a constant adaptation of the organization, in order to pursue continuous improvement.

## 17. QUALITY INDICATORS AND STANDARDS

### Aspects related to the rehabilitative therapeutical organization

- Use of standardized management, operational and operational procedures for operational staff
- First interview with the multidisciplinary team within 2 days of the guests arrival to share the incoming documentation

### Aspects related to social and health care service

- Punctual information and sharing with the host and the families/AdS on the rules and foundations of the community and the characteristics of the individualized rehabilitation path.
- Compliance with the Regulation on Confidentiality and the Processing of Guests' Data.
- Path monitoring: assessments using scientifically recognized assessment scales and continuous assessment monitoring of the multifunctional team through individual and group interviews with the guest and the sending services.

### Aspects related to guest satisfaction

- Immediate response to complaints after detection
- Average guest satisfaction questionnaire score greater than 4.5 (out of 5)

### Aspects related to staff and professionals working in the Structure

- Compliance with the minimum requirements provided by the standards of the Region of Umbria
- Regulatory compliance with ECM credits to be accrued
- Compliance with the internal and disciplinary rules of the Structure
- Compliance with minimum standards of competence per ASAD role

### Working environment and technology aspects

- Compliance with existing legislation on workplace safety
- Compliance with routine maintenance and timely management of exceptional maintenance of equipment and vehicles.

## 18. PROCESS OBJECTIVES 2023

### Human resources management

- Train all internal staff to increase skills and professionalism beyond regulatory requirements (e.g. ECM and security) through participation in internal and external courses
- Assess the internal climate with the use of staff satisfaction questionnaires and implement improvement actions in the identification of critical issues
- Limit turnover of nursing staff and ensure staff stability

### Environmental management and maintenance

- Definition and application of the Legionnaire's disease risk procedure
- 100% compliance of maintenance program
- Improve the planning of the environmental cleaning service with cleaning interventions

### Supply management

- Include qualified suppliers close to the facility in order to speed up interventions

### Management of the therapeutic rehabilitation path of the guest

- Improve documentation for monitoring the health and well-being of the guest during their stay at the facility by implementing guest documentation.
- Sharing the therapeutic rehabilitation project with guests
- Connection between the multifunctional team of the facility, the sending services, the MMG, with the AdS and the families for the monitoring and updating of the health and therapeutic rehabilitation aspects of the guests.
- FMEA/FMECA analysis of assault and suicide risk

### Communication

- Update the website of CTR2 Torre Certalda

### Technological innovation and documentation management

- Facilitate access to technology tools for communication by means of equipment adapted to the guest (PC, TV, consoles, etc.)

### Internal information system

- Improve internal information flow management with internal meetings/trainings

### Humanization

- Pay special attention to the centrality of the patient, welcoming the specific needs and structuring a therapeutic rehabilitation path that avoids emergency situations resulting from the complexity of psychiatric pathologies
- Weekly meetings between guests and operators and monthly group meetings with the social worker and guests to listen, compare and share their expectations and the critical issues that have emerged within the group itself

#### Improvement

- Annual survey of customer/guest satisfaction by administering the questionnaire and joint analysis of the critical/positive issues identified.

#### Economic and financial process

- Ensure financial stability of the facility through appropriate referrals from the public health service.

**The above quality standards are regularly reviewed and updated as part of the management review.**

### 19. PRECAUTIONS FOR CARE-RELATED INFECTIONS

The CTR2 Torre Certalda implements the standard precautions according to the **“Guidelines for the prevention of the transmission of infections in the healthcare sector”**, i.e. it adopts measures for the care of all guests regardless of his/her diagnosis or the presumed infectious status. Standard precautions include: barrier measures (such as Personal Protective Devices according to Legislative Decree 81/08), hand hygiene, adoption of safe practices to prevent the exposure of healthcare workers to pathogens, environmental sanitation procedures, management of medical devices, management of linen and tableware, waste treatment. The procedure defined by CTR2 Torre Certalda is known and applied by all healthcare personnel and operators.

During the Covid-19 health emergency, CTR2 Torre Certalda has adopted the security devices and procedures provided by the current DPCM and **continues to manage the risk related to Covid-19 infection**, therefore ensuring that all precautions are put in place to avoid this risk.

## 20. WHERE TO FIND US

Comunità Terapeutica Riabilitativa CTR2 Torre Certalda

Località Pian del Corso 113 – 06019, Umbertide (PG)

Phone no. 0759413871

E-mail: [c.terapeutica@asad-sociale.it](mailto:c.terapeutica@asad-sociale.it)

Pec: [torrecertalda@pec.asad-sociale.it](mailto:torrecertalda@pec.asad-sociale.it)

Website: [www.torrecertalda.it](http://www.torrecertalda.it)



## 21. CONTACTS

To access our services, please contact CTR2 Torre Certalda

You can contact us at:

**Medical Director: Dr. Anna Cirronis**

Phone no. 3393991936

**Psychologist: Dr. Francesca Di Giovine**

Phone no. 3512946016

**Social Worker: Dr. Silvana Molinari**

Phone no. 3457498846

This Document of Services is accessible to all as it is posted in the CTR2 Torre Certalda.

A copy of the Document is given to the guest, family members and/or reference persons and the public authorities concerned.

Any revision of this Document shall be notified to the persons and bodies concerned.

For other information not included in the Document, please refer to the Structure Regulations.