



Colle Cesarano

Percorsi di cura, spazi di crescita.

SERVICE CHARTER

Residential Psychiatric Care Facility
and Nursing Home

September 2026 Edition

INTRODUCTION

Pursuant to Article 13 of Law No. 328 of 8 November 2000, the Framework Law for the Establishment of an Integrated System of Social Interventions and Services, organisations providing social services are required to adopt a document defining the criteria for accessing services, their operating procedures, the conditions enabling users and their representatives to evaluate the services provided, and the procedures established to safeguard users' rights.

To this end, Colle Cesarano has prepared this Service Charter in accordance with the provisions of the Directive of the President of the Council of Ministers of 27 January 1994, *Principles Governing the Provision of Public Services*, and with reference to the Decree of the President of the Council of Ministers of 19 May 1995, *General Reference Framework for the Charter of Public Healthcare Services*.



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Nursing Coordinator	Dott.ssa Grazya Karys

INTRODUCTION

Dear Guest,

We invite you to read this Service Charter to learn more about our organisation, the types of services we provide and how they are delivered, our quality standards, commitments and future plans, as well as the procedures available to protect your rights in the event of service shortcomings or actions that may prevent or limit access to care.

We believe this document will help you make informed use of our services and, with your valued cooperation, support the work of our staff.

Attached is a sample feedback and suggestions form, available throughout our facilities, which can be used to report any concerns, service shortcomings or suggestions for improving the quality of our services.

For further information, our Healthcare Admissions Office is available on number +39 0774 5001430, Monday to Friday, from 08:30 to 16:00.

We hope that our services will meet your expectations.

Yours sincerely,

Medical director, Psychiatric care unit
Medical director, Nursing home
The Administrators



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RESIDENTIAL PSYCHIATRIC CARE FACILITY AND NURSING HOME

THE FACILITY

Colle Cesarano Residential Psychiatric Care Facility and Nursing Home has a total capacity of 200 beds and is accredited by the Lazio Region for Psychiatric Care (160 beds) and Residential Nursing Care (40 beds).

Colle Cesarano is located on the hill of the same name, near the Tivoli motorway exit, at Via Maremmana Inferiore 102. The nearest residential area is Villa Adriana di Tivoli.

The property extends across a plateau rising perpendicularly from Via Maremmana Inferiore, covering approximately 160,000 square metres and overlooking the Rome–L'Aquila motorway. The facility comprises four architecturally symmetrical buildings, connected by an underground tunnel, which accommodate the various care units.

WHO OUR SERVICES ARE FOR

Colle Cesarano provides services for:

- Individuals with psychiatric disorders requiring residential care with a high level of support.
- Residents with co-occurring psychiatric disorders and substance dependence or misuse.
- Individuals who are not self-sufficient and require a high level of healthcare assistance (RSA).



Colle Cesarano provides a total of 200 beds, distributed across its residential care facilities as follows:

PSYCHIATRIC CARE UNIT

STPIT - Community-Based Intensive Psychiatric Treatment Facility

 30 beds

This facility is intended for individuals who, following discharge from a Psychiatric Diagnosis and Treatment Unit (SPDC), require continued treatment in a setting with a lower level of care complexity. It also provides treatment for individuals whose clinical conditions require intensive community-based psychiatric care with a high level of support, subject to referral and authorisation by the Mental Health Department (DSM).

SRTR Intensive - Intensive Residential Therapeutic Rehabilitation Facility

 20 beds

This facility accommodates residents experiencing acute and post-acute psychiatric conditions requiring intensive relational, pharmacological and psychotherapeutic interventions. The expected maximum length of stay is approximately 60 days, which may be extended by a further 30 days.

SRTR Extended - Extended Residential Therapeutic Rehabilitation Facility

 20 beds

This facility accommodates residents experiencing subacute psychiatric conditions requiring relational, psychotherapeutic and pharmacological interventions. The expected maximum length of stay is approximately two years, followed by reintegration into their usual living environment or supported independent accommodation with home-based assistance.

SRSR 24H - High-Intensity Residential Psychosocial Rehabilitation Facility

 70 beds across four buildings

This facility is intended for residents whose psychiatric condition has reached a degree of stability but who continue to experience disabilities requiring continuous health and social care support, 24 hours a day.

SRSR 12H - Medium-Intensity Residential Psychosocial Rehabilitation Facility

 20 beds

This facility accommodates residents whose psychiatric condition has stabilised and whose level of independence in daily activities requires health and social care support during the 12 daytime hours only.

RESIDENTIAL NURSING CARE UNIT

RSA - Residential Nursing Care Facility

 40 beds

The RSA accommodates up to 40 residents and specialises in caring for individuals with chronic degenerative conditions and significant cognitive or behavioural disorders requiring personalised rehabilitation and assistance.

The facility also welcomes individuals in advanced stages of disease stabilisation who experience a significant loss of physical independence and therefore require dedicated support with daily activities and the overall management of their condition.



HOW TO REACH US

Colle Cesarano is easily accessible via the A24 Rome–L'Aquila motorway, taking the Tivoli exit.

To reach the facility by public transport, take the COTRAL Rome–Tivoli bus service via Prenestina, departing from Rebibbia, which can be reached on Metro Line B.

Timetables are available at the facility entrance.

VISITING HOURS

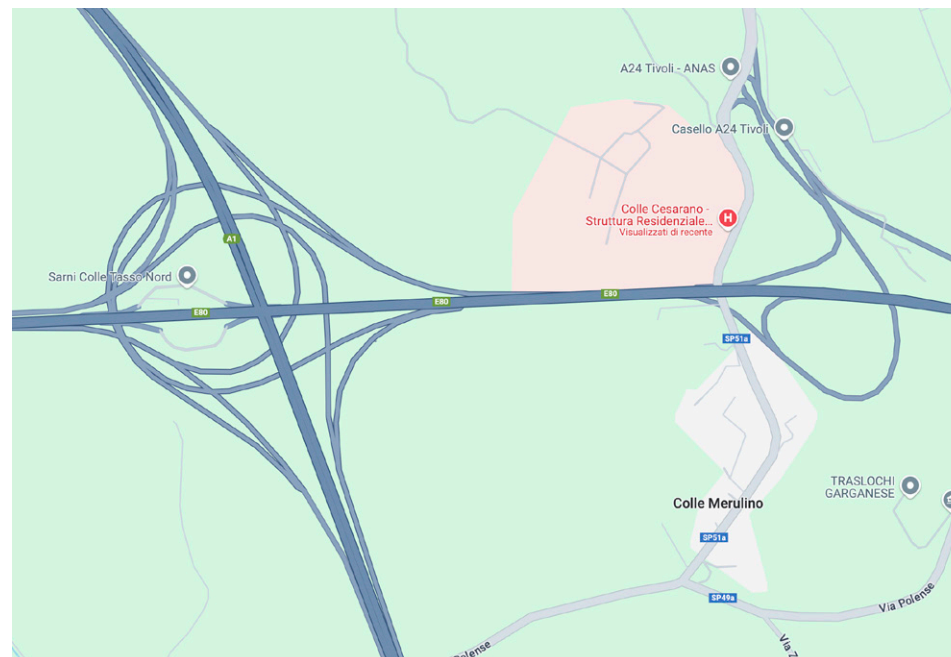
 Every day	 16:00 - 18:00
 Tuesday and Thursday	 10:00 - 11:00 / 16:00 - 18:00
 Saturday, Sunday and public holidays	 10:00 - 11:00 / 16:00 - 18:00



Children under 12 are not permitted to enter.



Animals are not permitted on the premises.



MANAGEMENT SYSTEM CERTIFICATION

Colle Cesarano obtained its first Quality Management certification on 29 December 2014 and subsequently aligned its Quality Management System with the UNI EN ISO 9001:2015 standard, obtaining renewed certification on 29 December 2022.

During the same period, Colle Cesarano also obtained ISO 45001:2018 certification for occupational health and safety management.

In December 2024, Colle Cesarano further developed its quality and safety management system, obtaining UNI/PdR 125:2022 certification for the adoption of measures aimed at ensuring gender equality in the workplace.

The management system is continuously maintained and updated.

The Quality Management System enables the organisation to monitor its main operational processes, minimise non-conforming services, maximise user satisfaction and promote continuous improvement in both service delivery and organisational management.

Colle Cesarano has also appointed a Risk Manager who, working alongside the Medical and Administrative Management teams, provides additional safeguards for residents.



INSTITUTIONAL PURPOSES

Colle Cesarano provides residential care services, including social assistance, healthcare, specialist medical services and rehabilitation, under its accreditation with the Lazio Region.

The three certificates reproduced on this page retain their original certification details, standards, validity dates and identification numbers. The following is a translation of their substantive text.



PRINCIPLES

Colle Cesarano is committed to implementing the following fundamental principles governing service provision, as established by the Directive of the President of the Council of Ministers of 27 January 1994, *Principles Governing the Provision of Public Services*.

EQUALITY

Service provision must be guided by the principle of equal rights for all users (residents and their families), ensuring equal treatment under equivalent service conditions.

Equality means preventing any unjustified discrimination. It does not imply identical treatment for everyone, which would risk overlooking individual needs.

Colle Cesarano embraces this principle by recognising each resident as a unique individual and organising activities through personalised care and treatment plans.

IMPARTIALITY

Service providers must act towards users according to principles of objectivity, fairness and impartiality.

Colle Cesarano upholds this principle by ensuring that all staff perform their duties with transparency and integrity.

CONTINUITY

Services must be provided continuously, regularly and without interruption. Any interruptions must comply with the relevant sector regulations. In such circumstances, service providers must take appropriate measures to minimise inconvenience to users.

Colle Cesarano upholds this principle by guaranteeing continuous care and assistance, 24 hours a day.

Individual care plans are reviewed at scheduled intervals to ensure continuity of health and social care services and to keep treatment programmes aligned with changes in each resident's health condition.



FREEDOM OF CHOICE

Users have the right to choose between different service providers wherever permitted by current legislation, particularly in relation to locally available services. Colle Cesarano respects and promotes residents' independence. All professionals are responsible for encouraging and supporting each resident's right to self-determination.

PARTICIPATION

Service providers must ensure users' participation in the care they receive. Users have the right to access information held by the service provider concerning them and may submit suggestions for improving services. Colle Cesarano applies this principle by actively involving residents in developing their individual care plans and keeping family members informed about health objectives. This approach encourages a relationship of mutual trust and development between users and the organisation. Users may also access information concerning them in accordance with regulations governing administrative procedures, access to administrative documents and personal data protection.

EFFECTIVENESS AND EFFICIENCY

Public services must be delivered effectively and efficiently. As an accredited facility, Colle Cesarano applies the principle of effectiveness by periodically assessing whether each resident's health objectives have been achieved. It also applies the principle of efficiency by continuously verifying that available resources are used appropriately to achieve those objectives. Colle Cesarano is additionally committed to improving the quality of its health-care, social care and assistance services, as described in greater detail in the following sections.



STRATEGIC OBJECTIVES AND VALUES

Colle Cesarano has chosen to pursue the demanding but essential goal of achieving the highest possible standards of care, both in the quality of health-care and social assistance and in organisational management. This philosophy is reflected in specific values and strategic objectives.

MAXIMISING QUALITY OF LIFE

This is the primary mission of Colle Cesarano Residential Psychiatric Care Facility and Nursing Home.

Colle Cesarano aims to provide the highest possible quality of life for all residents, whether independent or requiring assistance, while respecting their individuality, privacy and dignity.

Care is tailored to each person's psychological, physical and social needs through qualified, continuous assistance, in close collaboration with families and local healthcare and social services.

Colle Cesarano bases its work on transparency, professional ethics and continuous improvement in service delivery.

ENHANCING EXISTING ABILITIES

The facility aims to achieve optimal health outcomes through a multidimensional, person-centred approach, seeking to preserve, restore or develop each resident's remaining functional abilities.

Personalised care and therapeutic rehabilitation based on multidisciplinary assessments, Colle Cesarano develops and regularly updates personalised individual and/or group intervention plans, continuously monitoring each resident's health and social care progress.

WORKING TOWARDS OBJECTIVES AND RESULTS

The approach to resident care is based on an organisational model focused on clearly defined objectives and measurable health outcomes.

This replaces a task-based organisational approach, traditionally characterised by more bureaucratic working methods. The procedure is described in the section dedicated to the Quality Management System.



TRAINING

Colle Cesarano provides continuous staff training to support motivation and strengthen professional skills, recognising that the work of every professional is directed towards meeting residents' needs.

Training procedures are described in the section dedicated to the Quality Management System.

COMMUNITY ENGAGEMENT

Colle Cesarano aims to strengthen its relationships with the surrounding community by promoting closer cooperation with Local Health Authorities (ASL) and municipalities.

The facility encourages meetings with associations and trade unions to identify shared objectives and develop collaborative projects.

This cooperation is considered a social investment that contributes to improving the quality of life of individuals and the wider community.

RAZIONALIZZAZIONE DELLE SPESE

Colle Cesarano seeks to optimise expenditure through continuous analysis of service delivery processes, taking available resources into account while maintaining the principles of efficiency, effectiveness and cost-conscious management.



RESIDENTIAL SERVICES

DIAGNOSTIC AND TREATMENT SERVICES FOR PSYCHIATRIC CONDITIONS

Community-Based Intensive Psychiatric Treatment (STPIT)

These services are intended for individuals who, following discharge from a Psychiatric Diagnosis and Treatment Unit (SPDC), require continued treatment in a setting with a lower level of care complexity. They are also intended for individuals whose clinical conditions require intensive community-based psychiatric treatment with a high level of care complexity, subject to referral and authorisation by the Mental Health Department (DSM).

Intensive Residential Treatment (SRTR Intensive)

These services are intended for residents experiencing acute and post-acute psychiatric conditions requiring intensive relational, pharmacological and psychotherapeutic interventions. The expected maximum length of stay is approximately 60 days, which may be extended by a further 30 days.

Extended Residential Treatment (SRTR Extended)

These services are intended for residents experiencing subacute psychiatric conditions requiring relational, psychotherapeutic and pharmacological interventions. The expected maximum length of stay is approximately two years, followed by reintegration into their usual living environment, supported independent accommodation with home-based assistance, or a gradual transition to facilities providing a lower level of care and/or more specific psychosocial rehabilitation or social assistance services (Regional Law No. 41/03).

24-Hour High-Intensity Health and Social Care (SRSR 24H)

These services are intended for residents whose psychiatric condition has reached a degree of stability but who continue to experience disabilities requiring continuous health and social care support, 24 hours a day.

12-Hour Medium-Intensity Health and Social Care (SRSR 12H)

These services are provided to residents whose psychiatric condition has stabilised and whose level of independence in daily activities requires health and social care support during the 12 daytime hours only. The psychosocial rehabilitation programme and length of stay should be directed towards a further possible reduction in assistance and the development of the independence needed to move beyond residential psychiatric care.

RESIDENTIAL NURSING CARE SERVICES (RSA)

The RSA accommodates up to 40 residents and specialises in caring for individuals with chronic degenerative conditions and significant cognitive or behavioural disorders requiring personalised rehabilitation and assistance.

The facility also welcomes individuals in advanced stages of disease stabilisation who experience a significant loss of physical independence and therefore require dedicated support with daily activities and the overall management of their condition.



ACCOMMODATION AND HOSPITALITY SERVICES

Colle Cesarano provides accommodation and hospitality services that combine comfort, a welcoming atmosphere and personalised attention in a peaceful, green environment that promotes well-being. The facility is designed to encourage a stimulating community life and support each resident's care pathway, with particular attention to privacy and safety. Highly qualified staff are always available to oversee every aspect of reception and residential care, providing assistance with a compassionate and professional approach. Colle Cesarano aims to create a comfortable and protected environment that promotes physical and psychological well-being, combining professional care with a warm and welcoming atmosphere.



Accommodation

Each room is equipped with personal wardrobes and beds featuring individual call systems to ensure safety and comfort. Bathrooms are specifically adapted to meet the needs of residents with limited independence, ensuring practicality and accessibility at all times.



Catering

To ensure the highest quality standards for residents, Colle Cesarano relies exclusively on certified catering companies with proven experience. The current catering provider holds several certifications, including ISO 9001:2015, ISO 45001:2018 and ISO 14001:2015.



Telephone service

Residents may receive external telephone calls. Incoming calls are transferred to the telephone in the residential unit where the intended recipient is staying.



Religious assistance

The facility provides religious assistance twice a week or upon request by residents.



Personal care services

Barber, hairdressing and podiatry services are available upon request within the facility.



Parking

The facility provides a large, convenient and free car park for residents and visitors.



Volunteering

Colle Cesarano encourages the involvement and cooperation of voluntary organisations.



Laundry and ironing

Residents may use the laundry service for their personal clothing or manage their laundry independently in designated areas.



Café and Tobacconist

The facility has an on-site café and tobacconist open every day.



Dining Rooms

Each residential unit has comfortable, private dining rooms.



TV Lounges

Each residential unit has a TV lounge accessible to all residents.





Meeting rooms

The facility provides rooms for meetings, training courses, trade union meetings and gatherings with residents' families.



Transport service

Transport is available upon request for specialist medical appointments or diagnostic examinations.



Gyms

Two gyms are available for activities dedicated to residents' physical rehabilitation.



Tax and Social Welfare Assistance (CAF and Patronato)

Tax assistance services for residents and their families are available through the administrative office



Outdoor Activities

The park includes five-a-side football pitches, bocce courts, volleyball courts and two hectares of green space for walking and outdoor activities.



Outdoor Children's Play Area

A protected children's play area is located near the reception lodge.



Video Surveillance

To ensure residents' safety, the facility is equipped with internal and external video surveillance systems.



Family Visits

Although children under the age of 12 are not permitted to enter the residential areas, Colle Cesarano recognises the importance of maintaining family relationships. For this reason, comfortable indoor spaces near the reception lodge are available where parents can meet their children, including those under the age of 12.



THERAPEUTIC ACTIVITIES

At Colle Cesarano, each resident receives an **Individual Care Plan (PAI)** in the RSA facility or an **Individual Therapeutic Rehabilitation Plan (PTRI)** in the psychiatric facilities.

These plans are carefully developed to address each person's specific needs and are based on a multidimensional assessment that considers all aspects of the individual and their clinical history.

The assessment and development of each therapeutic rehabilitation plan are carried out by a multidisciplinary team comprising physicians, psychologists, social workers and other specialists, who work together to provide comprehensive, targeted interventions.

The team meets regularly, on a weekly basis, to monitor changes in each resident's condition and update their care programme, ensuring continuous support tailored to evolving needs.

This commitment reflects our philosophy of attentive, personalised care aimed at promoting the well-being and quality of life of every person we welcome.

PURPOSE OF THERAPEUTIC ACTIVITIES

Therapeutic activities encourage self-exploration, helping individuals express themselves more effectively and better understand their emotions, thoughts and experiences.

Both individual and group interventions aim to increase awareness of personal strengths and abilities that have not been affected by psychiatric disorders, while developing specific skills and healthier coping strategies.

THERAPEUTIC INTERVENTIONS

- Individual therapeutic sessions
- Group therapy
- Emotional expression groups
- Emotions through music groups
- Art therapy
- Emotional expression workshops
- Therapeutic writing workshops
- Therapeutic interventions focused on managing daily life



REHABILITATION ACTIVITIES

Colle Cesarano's therapeutic rehabilitation activities are designed to provide attentive, personalised support based on carefully developed individual plans. Each resident receives assistance in accordance with their **Individual Therapeutic Rehabilitation Plan (PTRI)**, with each programme tailored to specific clinical and personal needs.

Rehabilitation activities aim to restore and maintain existing functional abilities, reduce physical and cognitive decline and improve quality of life.

The approach is person-centred, taking into account each resident's overall needs, social relationships and the importance of interpersonal interaction.

Every intervention is supervised by a highly qualified multidisciplinary team that provides continuous support, creating an environment where professional expertise and compassionate care help residents achieve their individual goals and improve their well-being.

REHABILITATION INTERVENTIONS

- Psychoeducation groups
- Problem-solving and social skills groups
- Body expression groups
- Discussion groups
- Mind-body rebalancing exercises
- Personal care and care of shared spaces
- Rehabilitation-focused outings



SOCIAL ACTIVITIES

Colle Cesarano promotes a wide range of social and community activities that play an essential role in residents' emotional and interpersonal well-being. Depending on the needs of each residential unit, activities include music appreciation groups, karaoke, group celebrations, sports tournaments, excursions to Italian cities and seaside holidays during the summer. Each activity is designed to support emotional balance and encourage greater independence. Care of indoor and outdoor spaces, together with film discussion sessions, encourages dialogue and the exchange of ideas in a safe and protected environment. In addition to group activities, some residential units offer practical workshops, including sewing, cooking and library management. These encourage active participation, stimulate cognitive and social skills and strengthen involvement in community life. Through these experiences, residents have opportunities for interaction and personal growth, always supported by attentive and qualified professionals.

Art workshop

Led by an external art teacher, this initiative involves residents from all Colle Cesarano facilities in creating paintings and other artworks using different painting techniques. The painting course helps residents explore emotions that may be difficult to express verbally, while developing creativity and manual skills. All artworks created by residents are permanently displayed throughout the facility.

Musical events (Emotional Expression Workshop)

Music-based emotional expression workshops often conclude with a performance, providing residents with a particularly meaningful opportunity. Each musical piece performed allows participants to express their inner experiences. The applause of the audience encourages them to continue pursuing music and facing life's challenges. These performances represent an important achievement for those working to overcome personal difficulties and limitations or striving to regain lost opportunities, offering them a chance to demonstrate their progress.

Karaoke... and more

To allow residents to experience social interaction and participation in a group setting, recreational activities are organised to improve social skills. In addition to board games, the facility's conference room, equipped with computers, a projector, microphones and other equipment, hosts various musical games.



Among the most popular activities is karaoke, during which residents suggest and perform their favourite songs.

Sports activities and swimming lessons

The proven benefits of physical activity in promoting health and quality of life are particularly important for people living with psychiatric disorders, given the numerous associated medical conditions.

Their physical health is increasingly recognised as an important public health concern.

Colle Cesarano offers residents a variety of sports activities, including five-a-side football, volleyball, swimming at an affiliated swimming pool, bocce, gym-based exercise and outdoor physical activities.

Swimming lessons are particularly important because of the distinctive psychological implications of experiencing the body immersed in water.

From a psychological perspective, swimming can encourage individuals to reconsider their self-perception through the process of adapting to a new physical environment.

The physical benefits of swimming and the symbolic significance of learning to swim are equally important.

Swimming courses for Colle Cesarano residents are delivered by two instructors from the Ulpia Swimming School in Tivoli, supported by Colle Cesarano's psychology professionals.

Lessons focus on learning to swim or improving swimming techniques, depending on each participant's initial ability, with individual objectives established for everyone.

Volunteering activities

Some residents from our therapeutic rehabilitation facilities take part in weekly volunteering activities with the social promotion association (APS) CAPRA LIBERA TUTTI. The association provides sanctuary to approximately 500 rescued animals previously subjected to exploitation, including intensive farming, slaughterhouses and mistreatment. Residents who participate in the project freely choose to contribute to the sanctuary's activities by carrying out small maintenance tasks and helping care for the animals. All volunteering activities are continuously supervised by healthcare staff, who also accompany residents using the facility's two minibuses.

"IL BORGO DEI LIBRI" Library

Thanks to the commitment and dedication of several residents, an internal library has been established. It provides a space where residents can read and borrow books from a collection of several hundred titles. The library is managed by residents from different units, with staff support. Whenever possible,

they also organise cultural events open to the wider public. The facility currently collaborates with a local newspaper, which publishes an article written by residents every month.

Holiday stays

When seasonal conditions allow, short overnight holidays are organised for residents of the SRSR 24H and SRTR Extended facilities. These trips take place in various holiday destinations, where residents, under staff supervision, can experience greater independence while staying in hotels, holiday villages and countryside accommodation.

Evening events

On various holidays and special occasions, evening dinners are organised at a local nightclub, attended by residents and staff.





ADMISSION PROCEDURES

ACCESS TO PSYCHIATRIC CARE SERVICES

Access to the facility's services requires a referral issued by the Mental Health Department (DSM) responsible for the resident's area of residence, specifying the appropriate care setting.

Upon admission, residents undergo a comprehensive medical examination conducted by one of the facility's physicians, who collects all relevant clinical information and medical history to ensure appropriate placement.

The individual treatment plan is discussed with the resident upon admission, clearly outlining its objectives, procedures and expected duration.

Documents required for admission

Upon admission, residents must provide:

- Referral issued by the Mental Health Department (DSM).
- Valid identity document and Italian health insurance card.
- Healthcare co-payment exemption certificates, where applicable, for any hospital or outpatient services provided by external facilities during the stay.
- Any disability assessment certificates.
- Any court orders appointing a support administrator or legal guardian.

All residents are advised to bring previous medical test results, diagnostic reports and medical records, where available, and to inform the facility's health-care professionals promptly of any current medication.

What to bring

- Personal hygiene products (shower gel, liquid soap, shampoo, shaving foam, razors, toothpaste and toothbrush).
- Pyjamas or nightdress, dressing gown and underwear.
- Slippers and shower sandals.
- Cotton T-shirts and socks.
- Tracksuit and comfortable shoes.

FIRST CONTACT

For initial enquiries, please contact the **Admissions Office** on **+39 0774 5001430, Monday to Friday, from 08:30 to 16:00**. Alternatively, email accettazione sanitaria@collecesarano.com.

Discharge from Psychiatric Care

During the final stage of the rehabilitation programme, suitable options for the resident are assessed in accordance with the recommendations of local mental health services. These may include returning to the family home or transferring to another facility offering a different level of care. The discharge date is agreed upon with the psychiatrist from the Mental Health Department and communicated in advance. Upon discharge, residents receive a medical discharge summary outlining their clinical history, any prescriptions and recommended follow-up appointments. Discharge is voluntary and mutually agreed upon. In exceptional circumstances, discharge may occur for serious disciplinary reasons. Before leaving, residents collect their personal belongings and documents. A copy of their medical records may also be requested.



ACCESS TO RESIDENTIAL NURSING CARE SERVICES (RSA)

Admission to the RSA requires submitting an application to the relevant Home Care Assistance Centre (CAD). The admission referral certificate must be completed by the resident's general practitioner or hospital physician using the form provided by the CAD. The required documentation, including the ISEE declaration for residential health and social care services, must be submitted to the CAD. Following an assessment by the Evaluation Unit, the applicant will be placed on the waiting list of the selected facility. Healthcare services are covered by the Regional Health Service, while accommodation and hospitality costs are borne by the resident according to their income, as assessed through the relevant ISEE declaration. Depending on the income stated in the ISEE declaration, financial assistance towards these costs may be requested from the resident's municipality of residence.

Documents required for admission

Upon admission, residents must provide:

- Admission authorisation issued by ASL Roma 5.
- Assessment issued by the Local Health Authority's Territorial Evaluation Unit.
- Valid identity document and Italian health insurance card.
- Healthcare booklet and co-payment exemption card.
- Disability assessment certificate.
- ISEE declaration for residential health and social care services.
- OBIS pension statement.
- Name, valid identification documents and contact details of the caregiver.
- For residents under legal guardianship or support administration, the relevant court appointment order.

All residents are advised to bring previous medical test results, diagnostic reports and medical records, where available, and to inform the facility's healthcare professionals promptly of any current medication.

What to bring

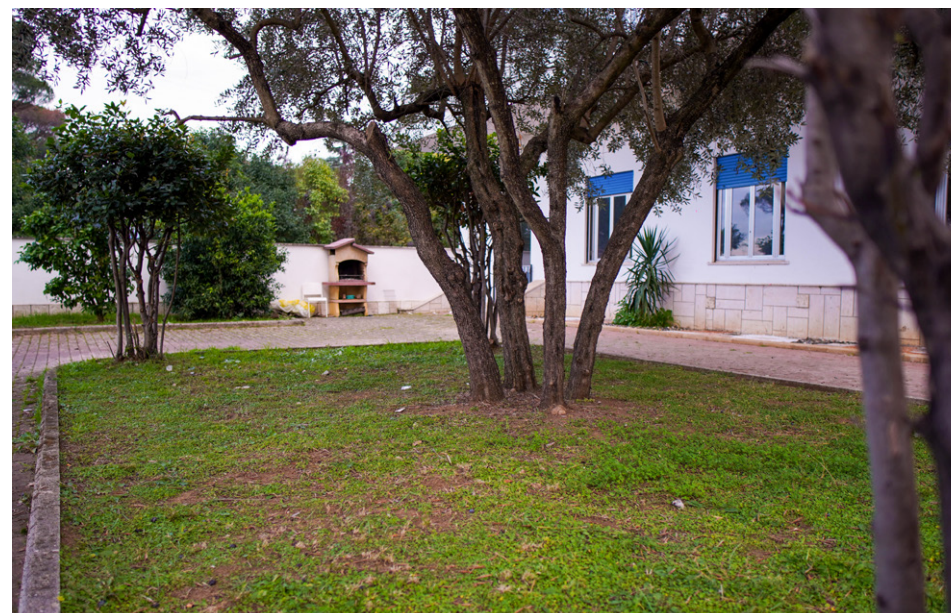
- Personal hygiene products (shower gel, liquid soap, shampoo, shaving foam, razors, toothpaste and toothbrush).
- Pyjamas or nightdress, dressing gown and underwear.
- Slippers and shower sandals.
- Cotton T-shirts and socks.
- Tracksuit and comfortable shoes.

FIRST CONTACT

For initial enquiries, please contact the **Admissions Office** on **+39 0774 5001430, Monday to Friday, from 08:30 to 16:00**. Alternatively, email accettazionesanitaria@collecesarano.com.

Discharge from Residential Nursing Care

During the final stage of residential care, suitable options for the resident are assessed in accordance with the recommendations of local healthcare services. These may include returning to the family home or transferring to another facility offering a different level of care. The discharge date is communicated in advance. Upon discharge, residents receive a medical discharge summary outlining their clinical history, any prescriptions and recommended follow-up appointments. Discharge is voluntary and mutually agreed upon. In exceptional circumstances, discharge may occur for serious disciplinary reasons. Before leaving, residents collect their personal belongings and documents. A copy of their medical records may also be requested.



QUALITY MANAGEMENT SYSTEM

Colle Cesarano has established general and specific quality standards and is committed to ensuring compliance with them. The facility periodically administers satisfaction questionnaires to residents, family members and other service users. It also operates a dedicated complaints and suggestions management service, described in the following sections.

USE OF PROCEDURES AND PROTOCOLS

Staff at all organisational levels follow documented procedures, instructions and protocols defining responsibilities and operating methods for specific processes. These provide a common framework for achieving organisational objectives. Procedures and protocols are periodically reviewed to ensure they remain up to date and appropriate to the facility's operational requirements.

INDIVIDUALISED CARE PLANNING

Working through individualised care plans is an organisational philosophy based on achieving clearly defined objectives and results rather than simply delivering individual services. The first stage involves assessing residents' physical, psychological and social needs. Following an assessment conducted by the internal multidisciplinary team, an operational plan is developed to achieve specific therapeutic outcomes. The results are subsequently evaluated, allowing the intervention plan to be reviewed and updated. All professionals within the organisation work in an integrated and coordinated manner to achieve positive health outcomes for residents. Interventions are personalised, and staff behaviour and care practices are directed towards meeting each individual's needs.

STAFF TRAINING

All staff members hold the qualifications required for their respective professional roles. Colle Cesarano encourages staff participation in external training courses to improve knowledge, skills, attitudes and professional practices, in line with its commitment to continuous service improvement. Through its Occupational Health and Safety Manager (RSP), the facility also provides information, education and practical training on workplace health and safety. Each year, the Management formally approves an Annual Training Plan, identifying courses and subjects relevant to the various professional roles.

INFORMATION SYSTEMS

Staff have access to information tools that are regularly updated to reflect changes in residents' needs, ensuring consistent interventions that can be monitored and evaluated. The Electronic Medical Record system also provides access to procedures, protocols, guidelines, management circulars and work plans. Staff use a coded system that ensures the traceability of the various operations performed. Meetings with the Medical Management and/or Risk Manager may be requested to review clinical activities or obtain information about incidents and clinical risk management.

Requests can be sent to: segreteria@collecesarano.com.



HACCP

Colle Cesarano has established a self-monitoring system for critical control points relating to food hygiene and safety, in accordance with Regulation (EC) No. 852/2004. A process control system is in place to identify potential risks during food handling and, where necessary, implement appropriate corrections and corrective actions. Relevant staff receive training in accordance with regional regulations on food hygiene and the prevention of food contamination.

GENERAL DATA PROTECTION REGULATION (GDPR) REGULATION (EU) 2016/679

Colle Cesarano complies with the obligations established by personal data protection legislation, specifically Regulation (EU) 2016/679 of the European Parliament and of the Council (General Data Protection Regulation).

CODE OF ETHICS

Ethical conduct in business activities is essential to ensuring effective operations and maintaining credibility among residents, citizens, clients, service users, suppliers and the wider social and economic community in which we operate. The Code of Ethics is available on the organisation's website in the Transparency section: <https://www.collecesarano.com/trasparenza/>

IMPLEMENTATION OF DCA 469/17

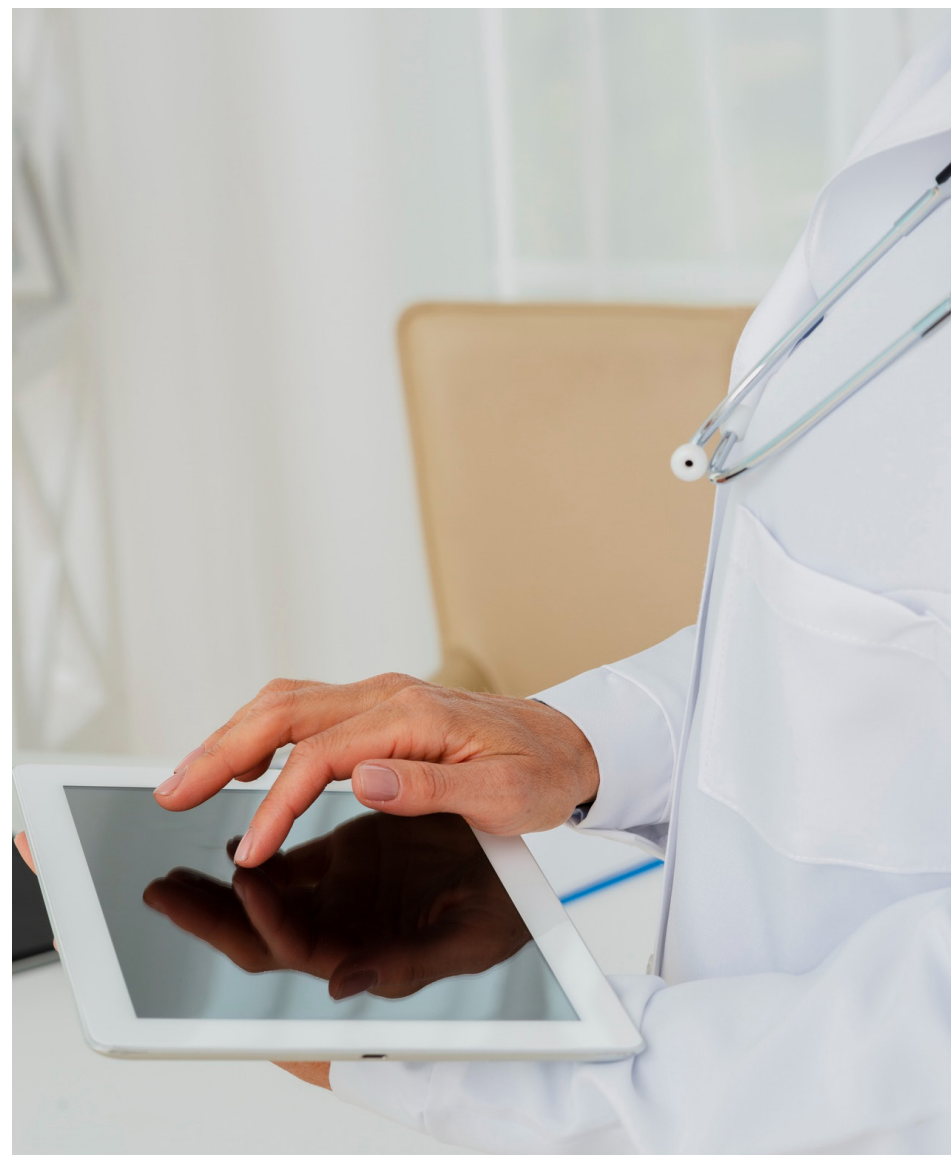
In compliance with DCA 469/17, Colle Cesarano adopts a monitoring and evidence-recording system for each section. This Service Charter was prepared with the collaboration of the Risk Manager.

COMPLAINTS AND SUGGESTIONS MANAGEMENT SERVICE

A dedicated complaints management service is available through the Healthcare Admissions Office. Residents and their families may submit complaints, report service shortcomings or provide suggestions regarding the services delivered. This enables the facility to adapt its services to users' expectations and continuously improve their quality. To use the service, family members, residents or external individuals must complete the appropriate form, a sample of which is provided on the final page. The form is available from the Healthcare Admissions Office and in each residential unit. Management is responsible for responding to complaints as promptly as possible. Complaints and suggestions may also be submitted through the electronic medical record system.

FAMILY REPRESENTATIVE BODIES AND RELATIONS WITH TRADE UNIONS

Colle Cesarano encourages the establishment of representative bodies for residents and/or their families.



SPECIFIC QUALITY STANDARDS

Specific quality standards correspond to defined quality objectives for individual services provided to residents. These standards can therefore be directly assessed by residents themselves. They are listed in the following table, organised by service type and operational area.

PROCESS	CRITERIA ADOPTED	STANDARD	INDICATOR
Patient admission	Full occupancy of available beds	No vacant beds	Average monthly occupancy rate
Healthcare admissions	Clarity and transparency of contractual conditions; completeness and accuracy of data required for accounting procedures	No non-conformities	Number of conformities
Health, social care and rehabilitation planning	Definition of a clinical care pathway aimed at restoring or maintaining the resident's health	Achievement of PAI/PTI objectives	Number of satisfactory PAI/PTI plans compared with the total
	Management of medical conditions	No such hospital admissions caused by shortcomings attributable to the facility	Number of admissions attributable to shortcomings compared with total
	Prevention of complications	No pressure ulcers	Percentage of cases among all patients
		No injuries	Percentage of cases among all patients
	Information and updates on residents' clinical conditions	Completeness of information provided to residents and families	Specific item in the Customer Satisfaction
	Residents' social well-being	Contact with the outside community, relationships with other residents and participation in recreational activities	Specific item in the Customer Satisfaction
	All care-related expectations	Absence of non-conformities and complaints	Absence of non-conformities and complaints
Cleaning and sanitisation	Clean resident areas and shared spaces	No hygiene deficiencies	Number of non-conformities and complaints
Residents' nutrition	Appropriate nutrition	Quantity of meals provided	Specific item in the Customer Satisfaction
		Quality of meals provided	Specific item in the Customer Satisfaction
		Absence of risk conditions	Number of non-conformities in the HACCP system
Procurement	Timely issue of purchase orders, clearly defined contractual conditions and complete purchasing documentation	No non-conformities in the procurement process	Number of procurement-related non-conformities
Human resources management	Accurate and complete documentation	No non-conformities in personnel management	Number of personnel management-related non-conformities

PATIENTS' RIGHTS

This chapter summarises and supplements the principles contained in the following documents, developed in accordance with international legal standards adopted by Colle Cesarano and fully consistent with the principles of the Italian Constitution (Articles 2, 3 and 32).

PATIENT'S BILL OF RIGHTS

Approved in 1973 by the American Hospital Association.

CHARTER OF PATIENTS' RIGHTS

Adopted by the European Economic Community (EEC) in Luxembourg, 6–9 May 1979.

CHARTER OF THE 33 RIGHTS OF CITIZENS

Drawn up during the first public session on patients' rights, held in Rome on 29 June 1980.

WORLD HEALTH ORGANIZATION RESOLUTION NO. 23

Issued in 1970 by the World Health Organization.

Art. 1

Residents have the right to receive attentive and considerate care and treatment, with full respect for their human dignity and their philosophical and religious beliefs.

Art. 2

During their stay, residents have the right to be identified and addressed by their first and last name, rather than by a number or the name of their illness, a practice that must no longer be tolerated. They also have the right to be addressed respectfully and formally.

Art. 3

Residents have the right to receive information from the healthcare facility regarding the services provided, admission procedures and the responsibilities of the relevant professionals. They also have the right to be able to identify immediately the professionals responsible for their care.

Art. 4

Residents have the right to receive complete and understandable information from their treating physician regarding their diagnosis, proposed treatment and prognosis.

Art. 5

Except in emergency situations where a delay could endanger their health,

residents have the right to receive the information necessary to provide informed consent before undergoing any treatment or medical procedure.

This information must also include any potential risks or discomfort associated with the proposed treatment.

Where the treating physician considers it inappropriate to provide information directly to the resident, such information must be provided to family members or legal guardians, unless the resident has expressly refused this.

Art. 6

Residents also have the right to be informed about alternative diagnostic examinations and treatments, including those available at other healthcare facilities. Where residents are unable to make decisions independently, the same information must be provided to the individuals referred to in the preceding article.

Art. 7

Residents have the right to confidentiality regarding information relating to their illness and any other personal circumstances.

Art. 8

Residents have the right to submit complaints, which must be examined promptly, and to receive timely information regarding their outcome.

GENERAL RULES OF CONDUCT FOR RESIDENTS

Residents admitted to a healthcare facility are expected to behave responsibly at all times, respecting and understanding the rights of other patients. A willingness to cooperate with medical, nursing and technical staff, as well as with the facility's management, is an essential requirement for residents receiving healthcare services.

PREMISES AND EQUIPMENT

Residents are required to respect the premises, equipment and furnishings within the facility, recognising them as shared resources for the benefit of all service users.

PERSONAL BELONGINGS

The use of personal bed linen is not permitted. Each resident is provided with a wardrobe for storing personal belongings. The facility accepts no responsibility for valuables and/or money that have not been entrusted to the Administration Office.

SMOKING

Smoking is harmful both to smokers and to those sharing the same environment. For this reason, smoking is prohibited throughout the facility, except in outdoor areas. In accordance with current legislation, the prohibition is indicated by appropriate signs in publicly accessible areas, including information about applicable penalties.

RESIDENTS' PRESENCE

Residents are strictly prohibited from leaving their designated care areas during scheduled medical examinations and treatment times. Residents are also prohibited from entering nursing stations or bedrooms assigned to other residents.

REST PERIODS

All residents are required to respect the daytime and night-time rest periods of others. Any behaviour that may disturb or inconvenience other residents must be avoided, including excessive noise, unnecessary lighting and playing radios or televisions at high volume.

BATHROOM FACILITIES

Maintaining clean and orderly bathrooms also depends on the responsible and considerate behaviour of those using them. For hygiene reasons, all waste materials must be disposed of in the designated containers.

FOOD AND BEVERAGES

For health and organisational reasons, residents must consume only food provided by the facility. Bringing food, sweets or beverages to residents is prohibited, as their consumption could be harmful to their health.

FEEDBACK AND SUGGESTIONS

This form may be used to report any shortcomings in the services provided by the facility in relation to the standards set out in the Service Charter, or to submit suggestions for improving the services offered.

First Name

Last Name

Telephone

E-mail

Resident

Family Member

Other

Date Signature

Please place this form in the designated collection box located near the Healthcare Admissions Office.

Please specify the date, time and location of the incident, the individuals involved and any failure to comply with the established standards:

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Suggestions for Improving the Services Provided

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Colle Cesarano

Percorsi di cura, spazi di crescita.

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