Unisan
Gruppo

SERVICE CHARTER

Casa d'Oro

S.R.S.R. H.24

Residential Socio-Rehabilitative Facility

Unisan Gruppo
Vicolo Casilino, 5 – 00177 Roma | ASL Roma 2 | District V
Tel/Fax 06 96 032 035 Freephone 800 032 230
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President: Rossana Varrone
Medical Director: dott.ssa Viviana Sinacore

Registration Certificate Lazio Region n°483 dated 18/12/2013

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About the Facility

Residential Centre | 24/7

The Residential Facility «Casa d'Oro» provides care for people with mental health difficulties and delivers personalised therapeutic, rehabilitative and socio-rehabilitative interventions, exclusively within psychiatric expertise and psychotherapy activities.

Supporting and encouraging individuals' remaining abilities and accompanying them through processes of social reintegration are the key objectives of the teams working in our facilities.

Key Information

Type	S.R.S.R. 24/7
Registration	Lazio Region Certificate n°483 dated 18/12/2013
Healthcare Trust	Roma 2
District	V
Medical Director	Dott.ssa Viviana Sinacore
President	Rossana Varrone
Address	Vicolo Casilino, 5 – 00177 Roma
Hours	24/7

This document is designed for people with whom the staff of Casa d'Oro, run by Unisan Gruppo, will establish a professional relationship to provide services for the benefit and protection of the person receiving care. This Charter is an information tool about how to access and receive the services offered, ensuring the relationship is built on maximum transparency and mutual trust.

Guiding Principles

This Service Charter is founded on six fundamental principles governing the delivery of healthcare services as established by the Prime Minister's Directive of 27 January 1994.

Equal Access

Service delivery is based on the principle of equal rights for all service users. No distinction in service delivery can be made on the grounds of sex, race, language, religion or political opinion.

Impartiality

Unisan Gruppo conducts itself according to criteria of objectivity, fairness and impartiality when dealing with service users.

Continuity

Service delivery, within the procedures established by relevant sector regulations, must be continuous, regular and uninterrupted. The organisation is committed to adopting measures to minimise any inconvenience to service users.

Right of Choice

Service users have the right to choose between those who provide the service.

Participation

To protect the right to proper service delivery, citizen participation is guaranteed. Service users have the right of access to information and can make suggestions for improving the service. Unisan Gruppo provides feedback accordingly.

Efficiency and Effectiveness

Services provided by Unisan Gruppo are delivered to guarantee maximum efficiency and effectiveness.

Participation and Information

Unisan Gruppo has been operating since 1998 and guarantees to those who use its services maximum information and protection of participation rights. The tools currently in use are:

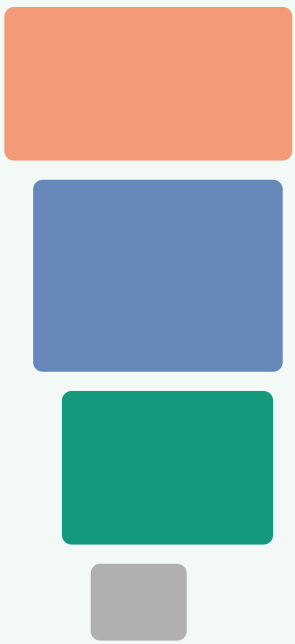
- Freephone service available 24/7
- Website (unisan.it)
- Service Charter
- Services Guide
- Charter of Rights and Responsibilities

Service users also have the right to participate actively and contribute to the implementation of all projects that affect them.

Clarity and Transparency

Service users have the right to know about the projects they are involved in, the tools that will be used and the key professionals who will guide them on their journey. To implement these principles practically, Unisan Gruppo adopts tools and procedures to:

- define quality standards for services provided and assess their effectiveness
- simplify bureaucratic procedures as much as possible
- manage complaints



Throughout its years of social and healthcare work, Unisan Gruppo's consistent commitment to promoting and protecting the exercise of people's rights has enabled the development of professional expertise and organisational capacity to build tailored and comprehensive responses.

Our Facility

A place of care, for those who need support and dignity.

Casa d'Oro — S.R.S.R. 24/7

ORGANISATION AND ROLES

Medical Director

Organisation, coordination and supervision of care and socio-rehabilitative activities. Planning of external medical assistance activities, setting and monitoring of psychopharmacological therapy. Oversight of safety, hygiene, personnel organisation and qualifications.

General Practitioner

Medical assistance activities in liaison with the Medical Director. Visits to service users, referrals for specialist evaluations, emergency home visits, administration of flu vaccines.

Psychologist

Responsible for psychotherapy and psychoeducational activities conducted through individual and group sessions.

Therapist / Educator

Responsible for rehabilitative, psychosocial activities and related workshops.

ORGANISATION AND ROLES

Healthcare Support Worker (OSS)

The support worker is primarily responsible for service user hygiene, maintenance of communal and individual spaces and assistance in meal preparation.

Registered Nurse

Preparation of therapies, monitoring of basic health parameters in service users: blood pressure, heart rate, body weight and blood glucose levels in diabetic service users.

Social Worker

A professional who carries out activities within the community on behalf of individuals, groups and families to prevent and resolve situations of need. Organises and promotes interventions and services appropriate to particular situations, paying attention to people's ability to be independent and take responsibility, and valuing all community resources.

Patient Admission

Admission to the facility follows formal multidisciplinary assessment by the referring healthcare trust, conducted using standardised and agreed-upon tools. For each service user, an Individualised Therapeutic and Rehabilitative Plan (PTRI) is developed by the care team in collaboration with local services. The process involves clinical observation, continuous monitoring and periodic reviews to ensure continuity of care and integration among all the professionals involved.

Human-Centred and Personalised Care

Unisan Gruppo views the patient as a person with physical, psychological and human dimensions, not as an object.

The «Human-Centred Care» operational project is developed through:

· humanised and improved communication among healthcare professionals
· support of families and loved ones
· welcoming of patients and families
· clear and accessible information
· human-centred care in practice

The person is viewed as a unique and irreplaceable individual. Unisan Gruppo guarantees attentive listening and protects privacy, provides clear and consistent information, guides patients and families through care pathways, and offers support to those who are uncertain.

Specific Objectives

Unisan Gruppo aims to implement a personalised care plan tailored to individual needs, organising its activities to achieve the following objectives:

IMPLEMENTATION of the therapeutic programme according to medical prescription

ASSURANCE of therapy continuity over time and according to prescribed procedures

MONITORING of all activities provided in the therapeutic programme

SAFETY in preventing and mitigating risks during treatment

IMPROVEMENT of quality of life for patients and their families

ASSURANCE of appropriate quality standards for all facilities and medical aids

OPTIMISATION of all available professional resources

OPTIMISATION of the system for collecting and managing clinical and administrative data

Protocols and Guidelines

Unisan Gruppo makes guidelines, protocols and procedures available to its staff, which can be consulted at the facility and through the website unisan.it

Code of Ethics

Unisan Gruppo has developed a document that clearly sets out the ethical and social principles that employees, partners, managers, collaborators, suppliers and all those working with the organisation must adhere to. The document is made available to service users and can be consulted at the facility.

Staff Training

Unisan Gruppo researches, evaluates and organises training and development courses for professional staff within the organisation. The courses aim to specialise staff, improve service quality and meet mandatory training requirements. All courses are delivered by qualified trainers who meet professional requirements set by law.

Unisan Gruppo considers staff training a key element of its organisational strategy. For this reason it has appointed an internal training coordinator with specific expertise in workplace health and safety.

Quality Management System

UNI EN ISO 9001:2015

The decision to implement a Quality Management System compliant with UNI EN ISO 9001 Standard is driven by the need to regulate work procedures, optimise resource organisation and set quality targets aimed at reducing non-conformities.

Unisan Gruppo aims to:

· Deliver quality services in a way that ensures it meets the commitments made to its customers.

· Enhance customer satisfaction through effective implementation of the Quality Management System, including processes for continuous improvement and customer satisfaction.

Workplace Safety

The facility has compliant systems, is in full compliance with Legislative Decree 81/08 and undergoes annual inspections. The Health and Safety Manager (RSPP) is authorised to carry out oversight and conducts regular inspections. The actions can be summarised as follows:

· risk assessment and identification of safety measures
· development of preventive and protective measures
· development of safety procedures for various activities
· information and training programmes for staff
· liaison with Workers' Health and Safety Representatives
· management of liaison with the Occupational Health Physician
· management of first aid requirements
· management of the Occupational Health and Safety Service
· preparation of information leaflets, hazard signs and emergency plans

Complaints and Procedures

Complaints and feedback represent an opportunity to improve services and an important tool for protecting service users' rights and promoting participation.

Matters covered by complaints

· aspects of organisation
· structural features of the facility
· conduct of staff members
· any other action that has affected accessibility to the service

How to submit a complaint

· in person at Unisan's office
· by completing the form on the website unisan.it
· by e-mail to info@unisan.it
· by letter

Unisan Gruppo, represented by the Quality Manager, processes the complaint and conducts any necessary investigations. A response will be provided within one week. For more complex situations, a response is guaranteed within 30 days. Unisan Gruppo reviews all complaints annually and initiates improvement actions.

Contacts

Operational Centre
Casa d'Oro — S.R.S.R. 24/7

President
Rossana Varrone

Medical Director
dott.ssa Viviana Sinacore

Telephone
06 96 032 035

Website
unisan.it

PEC
unisan@pec.unisan.it

Email
info@unisan.it

Address
Vicolo Casilino, 5
00177 Roma

Freephone
800 032 230

The facility is open to the public 24 hours a day

How to Reach Us

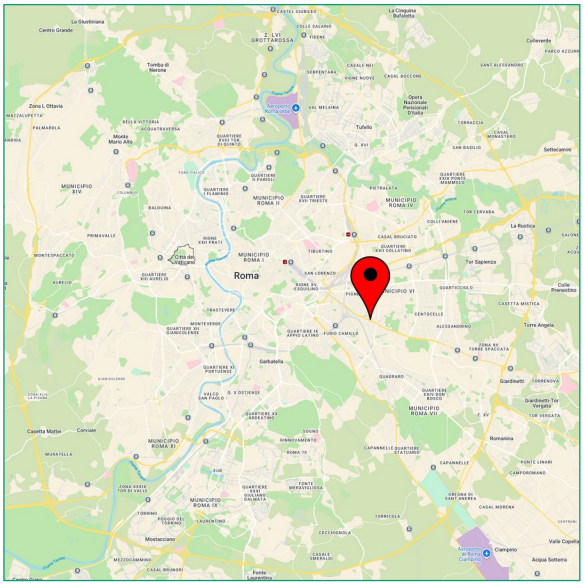
The facility is located in District V of Rome.

By metro
Metro C, Malatesta
or Pigneto stop

By tram
Trams 5, 14, 19
(Ponte Casilino/Pigneto area)

By bus
Routes 105, 409
(Casilina/Piazzale, Bullicante)

Our location
Vicolo Casilino, 5
00177 Roma – District V



Unisan: experience and care in the service of health

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Protection of personal data and privacy
in compliance with Regulation EU 2016/679 (GDPR) and applicable law