Unisan
Gruppo

SERVICE CHARTER

Centro Sperimentale per Autismo

Centre for Innovative Autism Care - Rome

REHABILITATION CENTRE EX ART. 26 - ASL ROMA 3

Day care centre for adults with autism - Outpatient service for children and adolescents

Unisan Gruppo

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President: Rossana Varrone

Medical Director: Dr Maria Cristina Gori

Rome, 28/09/2026

The President

Rossana Varrone

Final institutional accreditation: Lazio Region DCA no. U00270 of 28/06/2018

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Introduction

Day care and outpatient rehabilitation centre | ex art. 26 Law 833/1978

The Centro Sperimentale per Autismo is a specialist autism centre in Via Silvio Sbricoli. It is a rehabilitation facility accredited with the Lazio Regional Health Service, run by Unisan Gruppo Società Cooperativa Sociale within the area of ASL Roma 3 (Local Health Authority).

This Charter describes two separate services: the day care centre for adults with autism spectrum disorder and the outpatient service for children and adolescents. Service users, attendance arrangements, interventions and care pathways are presented separately. The common rules on safeguards, safety and quality apply to both, adapted to the age and needs of each person.

Key information

Name	**Centro Sperimentale per Autismo (Centre for Innovative Autism Care)**
Type	**Day care and outpatient rehabilitation facility for people with physical, mental and sensory disabilities (ex art. 26 Law 833/1978)**
Operating authorisation	**Lazio Region Determination no. G08829 of 22/06/2017**
Accreditation	**DCA no. U00270 of 28/06/2018 (final), preceded by DCA no. U00285 of 07/07/2017**
ASL / Municipio	**ASL Roma 3 / Municipio XI (City District XI)**
Managing body	**Unisan Gruppo Soc. Coop. Sociale - VAT no. 04440411009**
President	**Rossana Varrone**
Medical Director	**Dr Maria Cristina Gori**
Address	**Via Silvio Sbricoli, 8 - 00148 Roma**
Opening	**Daytime service, no overnight stay: days and hours of the two services are provided by the administrative office**

This document is addressed to the people in our care, their families and the referring services. It provides information on how to access services, how they are delivered and the commitments made by the Centre, so that our relationship with service users is based on full transparency and mutual trust.

Accreditation and capacity

By Decree of the Commissioner ad acta no. U00270 of 28 June 2018 the Lazio Region granted final institutional accreditation to the Centro Sperimentale per Autismo, a day care and outpatient rehabilitation facility for people with physical, mental and sensory disabilities located at Via S. Sbricoli 8, Rome, following a positive assessment by ASL Roma 3 of compliance with the requirements of DCA no. U00469/2017.

Capacity stated in the decree

Care setting and level	Capacity
Day care - extensive	10 places
Day care - high-level maintenance	18 places
Day care - low-level maintenance	5 places
Total day care	33 places
Outpatient (maximum authorised capacity)	33 treatments/day

In this Charter the day care service is described for adult users and the outpatient service for children and adolescents. The decree states the capacity of the two settings without any breakdown by age group: the 33 day care places are not assigned to the paediatric service. The 33 outpatient treatments per day are a maximum capacity, not 33 places nor a guaranteed number of minors in care.

The actual services provided on behalf of the Regional Health Service are governed by contractual agreements with the ASL, within the capacity of the facility.

References and updates

- Construction authorisation: Municipio Roma XI, ref. CP/38136 of 06/05/2016.
- Operating authorisation: Lazio Region Determination no. G08829 of 22/06/2017.
- Institutional accreditation: DCA no. U00285 of 07/07/2017 and DCA no. U00270 of 28/06/2018 (final).
- The 2018 DCA identifies the managing body as Consorzio UNISAN Consorzio cooperative sociali (VAT no. 04440411009), now Unisan Gruppo Soc. Coop. Sociale, and entrusts the Medical Directorate to Dr Maria Cristina Gori.

General source: Unisan Service Charter, revision 04 of 18 April 2025. The decrees can be consulted at unisan.it/accreditamenti.

Fundamental principles

This Charter is based on the principles for the delivery of public health services laid down in the Directive of the President of the Council of Ministers of 27 January 1994. Both services of the Centre apply them, adapted to the age and to the communication and sensory needs of the people in their care.

Equality

The service is based on the equal rights of all users: no distinction is made on grounds of sex, race, language, religion, political opinion or disability.

Impartiality

Staff behave towards users according to criteria of objectivity, fairness and impartiality.

Continuity

The service is provided continuously and regularly according to the planned schedule; any interruptions are announced in good time, keeping inconvenience to families to a minimum.

Right of choice

Users have the right to choose between service providers, within the limits set by law and by the agreements with the Regional Health Service.

Participation

The participation of the person and the family is guaranteed: access to information, suggestions, comments and complaints, satisfaction questionnaires.

Efficiency and effectiveness

Resources are organised to achieve the best possible rehabilitation outcomes, checked against measurable goals and periodic reviews of the care plan.

Accessible communication

Information is provided in a clear and accessible form; where needed, visual supports and augmentative and alternative communication (AAC) tools are used. Settings and reception arrangements take into account the communication and sensory needs of people with autism spectrum disorder.

PART ONE

Day care centre for adults with autism

Service users and aims

The day care centre welcomes adults with autism spectrum disorder, according to clinical appropriateness, the referral of the competent service and the availability of the required care setting. The pathway takes into account the person's functioning, support needs and family and social context.

The goals include maintaining and developing independence, functional communication, social participation, well-being and quality of life. The intervention builds on the preferences and abilities of the adult and supports the family in ensuring continuity of care.

Organisation and activities

The day care setting involves a planned daytime attendance, with no overnight stay. The extensive, high-level maintenance or low-level maintenance level is set according to the assessment and the indications of the competent service.

The care plan may include individual and group interventions for personal independence, adaptive skills, communication, relationships, participation in daily life and motor skills. Occupational and social activities are selected according to individual needs, preferences and goals. Groups are organised taking into account compatibility and safety.

Access and admission

The adult, the family or the legal representative may request information from the administrative office. For services funded by the Health Service, admission follows the indications and authorisations of the ASL and of the local service responsible for adult users.

We collect clinical records, available assessments, the referring service's indications, identification details and information on treatments, allergies, care needs and risks. Where there is a legal representative, their role and powers are verified. Admission may be gradual, to help the person become familiar with the setting and the staff.

Waiting lists and attendance

Requests are recorded on the waiting list of the adult day care service. The list is managed on the basis of appropriateness, documentation, priorities agreed with the referring service, availability of the requested level of care and chronological order among requests of equal priority.

Families may ask about expected waiting times. Days, hours, closures and ancillary services are communicated by the administrative office and set out in the individual programme.

The adult rehabilitation pathway

Assessment and individual plan

The team assesses clinical history, communication, cognitive and motor skills, independence, behaviour, health, participation and social needs. It uses interviews, observation and standardised tools appropriate for adults, documenting their results and limitations.

The Individual Rehabilitation Plan sets out needs, verifiable goals, delivery arrangements, activities, frequency, professionals, key worker, reassessment dates and criteria for ending or changing the plan. The adult takes part in decisions according to their abilities, with suitable communication support. Family members and the legal representative are involved in accordance with the person's wishes and their respective roles.

Professionals and collaboration

The Medical Directorate ensures clinical governance; the coordinator organises activities. Interventions are carried out by the professionals actually employed in the service and named in the plan: the physician responsible for the pathway, psychologist, educators and rehabilitation professionals, with care and social work staff as needed. The family is given the names of the key worker and the assigned staff.

Working with the family helps to keep strategies consistent in everyday settings. Liaison covers health and social services and other local resources useful to the adult. The goals of the adult pathway are separate from those of the paediatric outpatient service.

Monitoring, absences and discharge

The clinical record documents assessments, the plan, consents, interventions, attendance and absences, outcomes and communications. The team reviews goals periodically and reassesses the plan when needs change. Absences must be reported promptly; suspensions and changes are agreed according to the rules of the Centre and the indications of the referring service.

The end or change of the pathway is planned with the person and those involved. The final report sets out interventions, outcomes and next steps, supporting continuity towards other services appropriate for adults.

Costs

Services in accredited places are provided on behalf of the Regional Health Service, subject to ASL authorisation. For maintenance levels of care, any user contribution to the social care share follows current national, regional and municipal rules: the administrative office provides this information before admission.

PART TWO

Outpatient service for children and adolescents

Service users and aims

The outpatient service is for children and adolescents with rehabilitation needs compatible with the authorised activities, with particular attention to autism spectrum disorders. Interventions take into account age, development, functioning profile and family and school context.

The goals include development of communication and language, relationships, play, neuro-psychomotor skills, cognitive and adaptive abilities, independence and participation. The assessment identifies the appropriate interventions for each child.

Outpatient care and interventions

The child attends scheduled sessions or treatment cycles and stays at the Centre for the time needed for the planned interventions. Depending on the plan and on the services actually available, the programme may include speech and language therapy, developmental neuro-psychomotor therapy, psychological interventions, motor and independence activities, individually or in groups. Services, professionals, frequency and duration are communicated to parents before treatment starts.

Access and admission of the child

Parents or the legal representative request information from the administrative office. For pathways funded by the Health Service, access follows the indications and documents required by the ASL and by the services responsible for children and adolescents, such as the TSMREE (child and adolescent mental health and rehabilitation service) or the child neuropsychiatry service. A request for information is not an authorisation for treatment.

The administrative office specifies the clinical records, prescriptions or referring service plan and authorisations required. We verify the identity and legal standing of the representative, information on treatments and allergies, and the names of the people authorised to bring and collect the child.

Paediatric waiting list and schedule

Requests are recorded on the waiting list of the paediatric outpatient service, separate from the adult day care list, and are forwarded to the ASL. The list is managed on the basis of appropriateness, complete documentation, priorities agreed with the referring service and chronological order among requests of equal priority.

The session schedule, times and any changes are communicated by the administrative office.

The rehabilitation pathway for minors

Assessment and individual plan

The assessment covers clinical and developmental history, communication, motor and cognitive skills, independence, behaviour, participation and family needs. Interviews, observation and standardised tools suited to the child's age and to the clinical question are used, taking into account any assessments already available.

The Individual Rehabilitation Plan sets measurable goals, interventions, frequency and duration, professionals, key worker, review dates and criteria for changing or ending the plan. It is shared with the parents or legal representative and coordinated with the referring service. The child is listened to and involved according to age and ability.

Child development professionals

The pathway involves the professionals identified in the actual staffing and in the plan: a medical specialist in child development, psychologist, speech and language therapist, developmental neuro- and psychomotor therapist (TNPEE) and, where appropriate and available, other rehabilitation professionals. The roles listed describe the relevant skills and do not represent a declared staff headcount.

Parents, school and local services

Parents take part in setting goals and receive guidance on using the skills learned in everyday life. Support and training meetings, including in groups (parent training), are offered when appropriate. Liaison with school and services, including participation in GLO meetings (school inclusion working groups) where relevant, respects each party's remit and the conditions for sharing data.

Reviews, absences and completion

The clinical record documents assessments, the plan, consents, sessions delivered, attendance and absences, reviews and communications. The team reports results and proposed changes to the family. Absences must be reported promptly; any make-up sessions and suspensions follow the Centre's rules and the applicable agreements.

At the end of the pathway a report is prepared setting out activities, outcomes and next steps. The transition to adult services is planned with the family and local services: it is not an automatic transfer to the adult day care centre, but requires a new appropriateness assessment and the related admission process.

ORGANISATION and ROLES

Medical Director

Ensures the clinical governance of the Centre: technical and health organisation, appropriateness of care pathways, oversight of the application of protocols, of health records and of patient safety. Supervises assessment and individual rehabilitation plans.

Coordination

Organises activities, schedules and groups, ensures liaison between the team, families, referring services and the administrative office, and checks compliance with the standards set out in the Charter.

Medical specialist

Assessment and follow-up visits, setting and reviewing the clinical goals of the plan, guidance on health management in liaison with the family doctor.

Psychologist

Psychodiagnostic and functional assessment, psychological and cognitive-behavioural interventions, support and counselling sessions with families, parent training.

Rehabilitation professionals

Speech and language therapist, developmental neuro- and psychomotor therapist (TNPEE), occupational therapist and psychiatric rehabilitation technician: individual and group rehabilitation interventions according to the plan.

Professional educator

Educational interventions for personal and social independence, occupational and social activities in the day care service.

Social worker, care staff and administrative office

Liaison with social services and the local area; support with daily activities; reception, information, waiting lists and administrative paperwork.

The up-to-date organisation chart of the Centre is published at unisan.it/accreditamenti. All staff can be identified by their name badge.

Rights, participation and consent

Both services uphold equality, impartiality, continuity, right of choice, participation, efficiency and effectiveness. Before consent is given, the aims, expected benefits, risks, limitations and alternatives are explained. In the adult pathway, decisions rest with the person in care, with the support and representation provided for by law; in the paediatric pathway, parents or the legal representative are involved and the child's views are given due weight.

People in our care have the right to

- **be cared for attentively, with respect for their dignity and privacy;**
- **receive clear information on their care pathway and key staff;**
- **give or refuse informed consent to interventions;**
- **access their own health records;**
- **make suggestions and complaints and receive a reply.**

The person and the family undertake to

- **respect the Centre's hours, schedule and rules;**
- **report absences and changes promptly;**
- **provide complete information on health, treatments and allergies;**
- **work with the team on the rehabilitation plan;**
- **respect staff, other users, premises and equipment.**

Risk prevention and management

Preventive measures are tailored to each service and each person. Where relevant, the assessment considers unsupervised wandering, falls, epileptic seizures, feeding difficulties, sensory overload and self-injurious or aggressive behaviour. Any medicines are managed according to prescription and the applicable procedures.

In the event of illness or an accident, first aid procedures are activated, the people concerned are informed and, if necessary, emergency services are called. Near misses and adverse events are recorded and analysed; the annual report on adverse events is published on the website under Law 24/2017. Communication with the person and the family is clear and documented.

Both are planned rehabilitation services, not emergency services. In a medical emergency, call 112.

The facility has systems that comply with regulations, an emergency and evacuation plan, and staff trained in first aid and fire safety, in accordance with Legislative Decree 81/2008.

Personal data and records

Data are processed for care purposes and related obligations, as set out in the privacy notice provided (EU Regulation 2016/679). Access is restricted to authorised persons; liaison with services and schools complies with the applicable conditions. Images and recordings are handled separately from clinical records and only with specific consent.

Requests to access and obtain copies of records are submitted to the administrative office after verification of identity and entitlement. For adults, being a relative is not sufficient on its own; for minors, the right of representation is verified. The procedure provided sets out timeframes and arrangements for release, distinguishing access to data from additional copies.

Quality, training and safeguards

Quality Management System

Unisan Gruppo operates a Quality Management System compliant with UNI EN ISO 9001:2015, which governs how work is carried out, continuous improvement and user satisfaction. A satisfaction questionnaire is administered every two years, separately for the day care and outpatient services; the results are published on the website.

Staff training

The annual training and development plan includes mandatory courses, Continuing Medical Education (ECM) and specific training on autism, communication and the management of challenging behaviour.

Code of Ethics and 231 Model

Unisan Gruppo has adopted a Code of Ethics and an Organisation, Management and Control Model under Legislative Decree 231/2001, published in the Transparency section of the website.

Insurance cover

Third-party liability (RCT) and employer's liability (RCO) policy with REVO Insurance S.p.A., no. OX00072534, which expressly covers the Via Silvio Sbricoli 8 site, as required by art. 10 of Law 24/2017 and by Lazio Region DCA no. U00469/2017.

Complaints and suggestions

Complaints and feedback are an opportunity to improve our services and an important means of protection and participation for users.

How to submit feedback

- **verbally or in writing, at the Centre's administrative office;**
- **by filling in the form available on site or on the unisan.it website;**
- **by e-mail to info@unisan.it or certified e-mail (PEC) to unisan@pec.unisan.it;**
- **by letter to Unisan Gruppo, via del Casale de Merode 8, 00147 Roma.**

How feedback is handled

The Quality Manager carries out the necessary checks and reports the findings to the Management. The standard of the general Charter applies: a reply within one week; for complex investigations, within a maximum of 30 days.

Feedback is recorded and analysed at least once a year. The analyses distinguish the adult day care service from the paediatric outpatient service, in order to identify issues and appropriate actions for each. The number of complaints received during the year is published on the website.

If the reply is not considered satisfactory, the user may contact the Public Relations Office (URP) of ASL Roma 3.

Contacts

Centro Sperimentale per Autismo - Centre for Innovative Autism Care
Adult day care - Outpatient service for children and adolescents

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Where we are



The Centre is located in Rome, within Municipio XI (City District XI) and the area of ASL Roma 3 (Local Health Authority).

Opening hours and direct contacts for the two services are provided by the administrative office. The Charter, the authorisation and accreditation decrees, the organisation chart and the quality documents are published at unisan.it/accreditamenti.

Unisan: experience and care at the service of health

Unisan Gruppo

Società Cooperativa Sociale (social cooperative)

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