



NURSING HOME  

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REST HOME FOR THE ELDERLING



## THE RESIDENCE

The **Myosotis Residence** is an RSA authorised and accredited with D.C.A. n°U00484 of 18/12/2013 for 20 beds in High Maintenance and 20 beds in Low Maintenance.

The **Myosotis Residence** is also licensed as a private rest home with 45 beds.

**Residenza Myosotis** is located in Via Verga, 9, in the Municipality of Bomarzo (Viterbo), a small village of about 1500 inhabitants of medieval origin that preserves important vestiges of the past; the imposing Orsini Castle that dominates the ancient centre, but above all the "Sacred Wood" today better known as the "Monster Park", a late Renaissance garden, unique in its kind and for this reason famous all over the world, wanted by Pierfrancesco Orsini in memory of his wife.

**Residenza Myosotis** is located at the centre of a road junction of national importance represented by the Rome-Florence motorway. You can choose between two motorway exits:

- Attigliano is about 4 km from Bomarzo and can be reached by taking the SP Bomarzese road;
- Orte, from which Bomarzo can be reached by taking the Terni - Civitavecchia highway for about 20 km.

This location makes **Residenza Myosotis** easily accessible from the territories of Terni, Rome and Viterbo.

The **Myosotis Residence** is located in a residential area close to the town centre; all external services are within walking distance: post office, bank, pharmacy, church and supermarket.

The **Myosotis Residence** offers qualified social and care assistance 24 hours a day. It pays particular attention to the psychophysical well-being of its guests to ensure that they live in a welcoming and stimulating environment.

Not only professionalism in care but also playful moments, motor and recreational activities, specific projects to stimulate the elderly.

The characteristics of the services provided at the Residential Nursing Home (RSA) and the Rest Home (CdR), which comply with specific regulatory references, are described in the Charter of Elderly People's Rights, in the Service Charter and in the Internal Regulations which define the rules of community life.

**Myosotis Residence** follows a strict Quality System certified by TUV according to ISO 9001/2015.

The **Myosotis Residence has been awarded by** the 2019 Fondazione onda and, to date, has received the highest recognition with **three pink-silver stamps**, being among the facilities for the elderly most attentive to the humanisation of "woman-friendly" care.

We put our experience and professionalism at the service of the elderly.



## OUR PROJECT

At the **Myosotis Residence** we offer:

- Hospitality in an accredited or private system for the elderly in a psycho-physical condition of partial or total non-self-sufficiency;
- Hospitality for the elderly.

The Charter of Elderly People's Rights adopted by the **Myosotis Residence** aims to promote the well-being and dignity of elderly people, especially those who are not self-sufficient. The **Myosotis Residence** managed by Serenissima S.r.l. aims to offer a series of integrated services that meet the needs of the elderly population with criteria of excellence.

Serenissima S.r.l. started its activity in 1998, its field of operation is the management of social-health residences for the purpose of assistance, care and rehabilitation of the elderly.

The Company is subject to the direction and control of Final S.p.A. with registered office in Rome, Via del Poggio Laurentino, 2.

Serenissima S.r.l. is associated with the parent company Lusan S.r.l., which manages the Magnolia Residence, based in Rome, Via Montepandone, 65 - Giardini di Corcolle - Rome.

The **Myosotis Residence** wishes to offer diversified, flexible and personalised services that allow the elderly to live serenely in a family environment, respecting their personality and humanity, with the possibility of cultivating their interests or receiving stimuli for socialisation and interpersonal relations.

These conditions can be guaranteed by a careful analysis of the individual's health needs and by care support aimed at compensating for the decrease in self-sufficiency, with targeted support proportionate to the needs presented.

The centrality of the person, the careful analysis of health and care needs, the quality of the service, the integration of social and health care interventions are, for the **Myosotis Residence**, the fundamental elements of a project that aims at the psycho-physical well-being of our guests to make them live in a welcoming and stimulating environment.

The care project aims to be the correct response to the needs of the elderly person when they wish to leave their home, even temporarily.

The project finds its natural place in the new regulatory framework, which sees, as an alternative to the family home, structures capable of offering care, health and social services within a complex network in which interventions can gradually become more complex and diversified.

## OUR STRUCTURE

The **Myosotis Residence** is divided into 4 nuclei:

- 1 units of RSA MANTENIMENTO A for a total of 20 beds;
- 1 nucleus of RSA MANTENIMENTO B, for a total of 20 beds;
- 2 nucleus of Private Rest Home, with a total of 45 beds.

The **Myosotis Residence** offers accommodation in single and double rooms, equipped with en-suite bathroom, telephone and television.

There are spaces for individual, group and family activities: living rooms, occupation rooms, chapel.

The **Myosotis Residence** has a large garden for outdoor activities.

In particular, each room has:

- three-level articulated beds with electric controls, mattress and pillows, functional bedside table, writing table, wardrobe, chair or armchair, curtains.
- bathrooms equipped with aids to allow easy use by elderly people and at the same time guarantee high safety margins.

The **Myosotis Residence is equipped with** appropriate signs and indications to allow good orientation and easy access to escape routes in case of danger, there are elements to overcome architectural barriers.



## OUR OFFER

## **RETIREMENT HOME**

### **ADMISSION PROCEDURE**

Admission to the rest home can be made by contacting the rest home by phone/email or directly. Information/clarifications for the activation of the entry procedure are provided later by designated staff. Admission to the rest home takes place on an agreed date, following a visit by the assessment team and the signing of the Admission Contract by the guest, or possibly the legal guardian, and a person who acts as the guest's guarantor for all contractual obligations.

For the formalisation of the entry contract the guest concerned/legal guardian must submit the following documents:

- photocopy of identity document,
- tax code,
- health card,
- certificate of self-sufficiency issued by the general practitioner with eligibility to stay in the Rest Home.

At the time of admission, the assessment team opens and fills in a "Rest Home Folder" with the complete documentation of personal, health and family data.

After the first assessment, the guest will undergo a multidimensional evaluation by the care team and will be observed during his or her placement for 15 days, in order to better plan any social/health interventions and to prepare the Individual Care Plan.

Hotel accommodation is based on availability at the Residence at the time the contract is signed and may be subject to change.

### **LA RETTA**

The daily fee is determined on the basis of the Myosotis Residence price list, which is subject to annual review.

The tariffs are diversified according to:

- complexity of care (medium/low or medium/high);
- type of accommodation (single/double room);
- duration of the stay (long term residence; holiday stays; week and weekend formulas).

The following services are included in the fees:

- daily cleaning and hygiene of living areas and furniture by dedicated staff,
- restaurant service with meals according to weekly and seasonal summer/winter menus, breakfast, lunch and dinner with table service by dedicated staff.

Menus may be subject to change in order to adapt to the needs of guests based on religious choices, with a view to ensuring respect for religious worship.

- interventions aimed at general basic assistance such as support and help with personal hygiene, dressing dressing;
- day and night care interventions for activities of daily living according to the IAP;
  - emergency nursing services;
  - group educational activities , group activities in the gym;
  - periodic change of bed linen and towels;
  - mail pick-up and delivery service;
  - concierge service;
  - availability of consultation of newspapers and magazines;
  - Religious assistance in meeting spiritual needs according to belief (on request);
  - psychological and social support (on request).

The following extra services, which can be activated on request, are not included in the fees:

- personal well-being activities (assisted gymnastics, massages);
- pharmaceuticals , sanitary and everyday products and their procurement;
- External transport and ambulance service;
- Hairdressing, barbering, podiatrist services;
- External personal commissions and various office practices;
- laundry for personal clothing;
- activation of in-room telephones for external calls.

The activation of an out-of-hours service is subject to the written request of the guest and/or the guarantor; for all out-of-hours services a price list is available to the guest/family.

The services listed can be carried out in dedicated premises in the facility, exclusively by suppliers linked to the **Myosotis Residenza** with specific agreement contracts and established rates.

## USE OF THE SERVICE

The service to the guest is guaranteed through individualised assistance services on the basis of data collected at the entrance in the facility, where the primary needs, social and life habits are highlighted (Social and Personal Data Form for access to the facility, Individual Assistance Plan - PAI).

On the basis of the information acquired, a provisional plan is drawn up, which is valid for 15 days. During this period, following observations by the staff and a multidimensional assessment with relative risk cards, the definitive IAP is drawn up, which will allow the dedicated staff to provide continuous, quality assistance.

Assistance is provided on the basis of the IAP, which is periodically reviewed, and includes general help/supervision activities for basic activities of daily living;

A socio-medical worker is present on a 24-hour basis for scheduled activities and calls in case of unforeseen events;

Nursing care is provided in emergencies with staff present at the RSA or with specially defined personalised service packages;

Medical care is provided by one's own general practitioner (GP), who must guarantee functional operability in terms of proximity and availability;

Guests have access to health services provided by the SSN in the same way as defined for primary health care, by prescription of the attending physician;

Guests may request, at their own expense, examinations and tests by other doctors of their choice, after notifying the Management;

Physiotherapy services can be requested and specific customised packages will be offered.

## RSA

### ADMISSION UNDER ACCREDITATION

Admission to the RSA takes place only after notification by the competent ASL VT, which defines admission times through the management of waiting lists.

Residents of other ASLs who wish to enter the **Myosotis Residence** must also obtain notification from the ASL VT offices.

Once the notification has been received, the user can contact the **Myosotis Residence** to agree on the admission procedure.

Admission to the RSA takes place with the signing of the Admission Contract by the guest, or possibly the legal guardian, and a person who acts as the guest's guarantor for all contractual obligations.

For the formalisation of the entry contract the guest concerned/legal guardian must submit the following documents:

- identity document,
- tax code,
- health card,
- health booklet,
- ticket exemptions if any,
- any appointment of support administrators/proxies.

### THE LINE

The **Myosotis Residence** is an RSA Accredited with the Lazio Region, therefore the rates are determined on the basis of what is established by DCA U0099/2012:

LEVEL OF CARE	TOTAL RATE	USER CHARGE
MAINTENANCE A	EURO 118.40	EURO 59.20
MAINTENANCE B	EURO 98.40	EURO 49.20

The daily per diem to be paid by the user (social quota) can be subject to co-participation by the Municipality of residence. Users with an ISEE income not exceeding 20,000.00 euros are entitled to co-participation from the Municipality in the social expenses for accommodation in RSAs.

The application for cost-sharing must be submitted by the user/guardian to the municipality of residence and the cost-sharing starts from the issue of the cost-sharing certificate to the user and the RSA.

The determination of the co-participation fee is the exclusive competence of the municipality.

The following services are included in the fees:

- daily cleaning and hygiene of living areas and furniture by dedicated staff;
- Restaurant service with meals according to weekly and seasonal summer/winter menus, breakfast, lunch and dinner with table service by dedicated staff;
- interventions aimed at general basic care such as support and help with personal hygiene, dressing, and feeding, and nursing, physiotherapy and educational assistance;
- day and night social and health care interventions for all activities of daily living;
- medical assistance from the GP and supervision by the doctor in charge of the RSA;
- group and individual rehabilitation/educational activities;
- periodic change of bed linen and towels;
- mail pick-up and delivery service;
- concierge service;
- availability of consultation of newspapers and magazines;
- provision of medicines and medical aids (if expressly authorised by the family at the affiliated pharmacy);
- Religious assistance in meeting spiritual needs according to belief (on request);
- psychological and social support (on request);
- external transport and ambulance service for various reasons such as medical examinations prescribed by GPs and hospital admissions.

The following extra services, which can be activated on request, are not included in the fees:

- personal wellness activities (assisted gymnastics, massages other than physiotherapy);
- pharmaceuticals, sanitary and everyday products;
- Hairdressing, barbering, podiatrist services;
- External personal commissions and various office practices;
- laundry for personal clothing;
- activation of in-room telephones for external calls.

The activation of an out-of-hours service is subject to the written request of the guest and/or the guarantor; for all out-of-hours services a price list is available to the guest/family.

The services listed can be carried out at dedicated premises in the facility, exclusively by suppliers linked to the **Myosotis Residenza** with specific agreement contracts and established rates.

#### USE OF THE SERVICE

- ✓ Nursing care is provided on the basis of an individualised plan;
- ✓ There is a 24-hour nursing presence in the facility;
- ✓ Medical care is provided by one's own general practitioner (GP), who must guarantee functional operability in terms of proximity and availability;



- ✓ The GP declares consent/non-consent to follow the patient at the RSA (on the appropriate ASL form) and from that moment on, if consent is given, he is obliged by law to make admissions to the RSA; if consent is NOT given, the family must change the GP by choosing another doctor from the list of GPs of the ASL VT;
- ✓ Residents can access the health services provided by the SSN in the same way as those defined for primary health care, through a prescription issued by their GP;
- ✓ Guests may request, at their own expense, examinations and tests by other doctors of their choice, after notifying the Management;
- ✓ A specialist doctor in charge of the RSA is present in the facility at set times each day, supervising clinical-health activities and available to GPs, guests and families for any reports and clarifications;
- ✓ Group and individual physiotherapy/education services are provided according to specific assessments.

#### **EMERGENCY SERVICES IN RSA AND CoR**

In case of urgency or emergency, the nursing staff on duty will assess the need to call the 118/medical service.

#### **RESIGNATION OF THE GUEST**

The stay at the la Residenza can be permanent or temporary, the guest is discharged whenever he/she wishes (upon written request and according to the rules of the entrance contract), he/she can request readmission at a scheduled date according to the availability of places and in agreement with the Management. It is possible to ask for long leaves, in this case the room will be kept with payment of the fee according to the contract.

Discharge can take place at the request of the guest/family, on the decision of the GP or following a failure to extend the period of time by the ASL VT (the ASL proceeds to periodic extensions).

Discharge can take place in the following ways:

- in the event of the guest's/family's/MGM's choice, with written notification by the guest or guarantor 30 days prior to the date chosen for leaving the Residence;
- at the time of discharge to return home or transfer to another facility, special documentation is handed over for the transfer of useful information for continuity of care.

#### **TRANSFERRING THE GUEST**

The transfer of the guest is done at the request of the GP/Medical Officer in charge of the RSA, for medical examinations or hospitalisation.

In the event of an emergency, a call is made to 118.

#### **LENGTH OF RETENTION PERIOD IN CASE OF PROLONGED ABSENCE**

##### **Rest Home**

It is possible to keep the vacancy in the Rest Home in case of prolonged absence for different reasons under the conditions that are indicated in the relevant contracts.

#### **RSA**



Absences of RSA guests are authorised by the ASL of reference and the doctor in charge up to a maximum of 10 consecutive days, with the retention of the bed.

## A "TYPICAL" DAY AT THE MYOSOTIS RESIDENCE

At the **Myosotis Residence** the guest's day is engaged in a series of activities that take place daily: they begin with breakfast in the morning which is served in the dining room. After breakfast, guests, on the basis of specific IEPs, leave their rooms and are engaged in occupational and/or rehabilitative activities in specially designated areas and under the supervision of qualified staff.

In the early part of the afternoon, guests who wish to do so can retire to their rooms for an afternoon rest; the others can stay in the living rooms of their respective units or in the common rooms to watch television, read a book or a newspaper and engage in other activities.

In the middle of the afternoon, everyone gathers together again for tea and a snack. The afternoon continues with animation activities, cinema etc. until the time when we meet again in the dining room for dinner.

Afterwards, if the guest chooses, it is possible to get ready for bed or stay up for the night in the living rooms or common rooms or in their own rooms.

The overall objective of the organisation of the day and of the activity projects is to guarantee the stimulation of residual potential, maintaining the normal rhythms of daily life, with particular attention to ensuring that guests are supported in their personal care and clothing, do not remain in their rooms for the whole day, and can use all the spaces in the residence dedicated to common activities.

All meals are taken in the dining rooms of each household and can only be taken in the room for justified care needs.

The opening hours of the catering service are in fixed time slots:

- 08.00/09.30 Breakfast with table service,
- 12.00/13.30 lunch with table service,
- 16.00/16.30 snack as a common activity,
- 18.30/19.30 dinner with table service.

Access to the dining rooms is only permitted during the indicated hours and for the consumption of meals only.

Guests may leave and re-enter the **Myosotis Residence**, according to different procedures for Rest Home and RSA, whenever they wish in compliance with the time slot between 8 a.m. and 10 p.m. or at different times with specific authorisations.

Visits by family members/friends are possible from 9 a.m. to 8 p.m. and at other times upon specific authorisation, subject to the need to ensure that the life and privacy of the residents are protected and respected.

A person wishing to visit a guest must be authorised to enter by the guest/guarantor or his/her legal guardian/support administrator.

## ANCILLARY SERVICES PROVIDED

### HAIRDRESSING SERVICE



Basic services are provided for men and women. The cost of the service is not included in the daily fee and is therefore borne by the guests. Reservation is necessary.

#### **PODIATRIST SERVICE**

Basic services are provided on an as-needed basis. The cost of the service is not included in the daily fee and is therefore borne by the guests. Reservation is necessary.

#### **SPIRITUAL SERVICE**

The free expression of all religious beliefs is guaranteed. For guests of the Catholic faith, a priest is responsible for celebrating Mass once a week, administering the Eucharist to guests who cannot attend Mass, hearing confessions and administering the sacrament of the sick. There is a chapel inside the **Myosotis Residence for** meditation, with free access to the ground floor of the building.

#### **PHONE**

Each bed has a telephone set that guests can use to receive telephone calls.

#### **TELEVISION**

Each multipurpose room/sitting room is equipped with a TV set for individual and collective viewing. A TV is provided in the room, which in single rooms can be replaced with a personal TV on request.

#### **FREE WI-FI AND INTERNET POINT**

The **Myosotis Residence is** equipped with Wi-Fi and an Internet Point with free access.

## IMPORTANT INFORMATION FOR GUESTS

### WHAT TO BRING WITH YOU TO THE RESIDENCE

When entering, remember to bring with you:

- personal hygiene items (toothpaste, toothbrush, spare underwear, slippers, tracksuit, comfortable clothing, etc.);
- identification document, tax code and health card;
- any previous clinical documentation (reports, various examinations);

### WHAT NOT TO BRING WITH YOU TO THE RESIDENCE

It is forbidden to bring in alcoholic beverages, unauthorised foodstuffs and, above all, medicines of any kind without first declaring them to the medical staff.

It is also forbidden to bring electrical appliances such as televisions or hairdryers without authorisation.

It is forbidden to bring improper and own weapons, blunt or inflammable objects and in any case dangerous to oneself and others into the facility.

It is absolutely forbidden to keep medicines or foodstuffs of any kind in the room, unless authorised in advance and declared for registration on entry. In all cases, the packaging must be intact and not perishable.

It is also advisable not to bring any valuables or money, otherwise these should be declared to the Management for appropriate storage in a controlled environment.

The **Myosotis Residence** is not liable in the event of loss/suspected theft for materials not expressly handed over for safekeeping.

### CLEANLINESS AND ORDER

The cleaning of wardrobes, beds and bedside tables is carried out by dedicated staff. Guests are requested to keep their wardrobes and their rooms tidy. In order to avoid clutter and to facilitate cleaning, please do not leave items outside of your personal cupboards.

### SILENCE AND TRANQUILLITY

In order not to disturb other guests, please avoid noise as much as possible and keep radio or TV sets at low volume and use devices if necessary (headphones/earphones/other electronic devices).

### SMOKE

Smoking is absolutely forbidden inside the **Myosotis Residence**, both for legal reasons and out of respect for one's own health and that of the other guests.

## REPORTING AND COMPLAINTS SERVICE

In order to ensure that guests are protected from possible inefficiencies, a special Complaints Form is available at the Reception desk for use by guests and their families.

The Management will endeavour to resolve the problems reported as soon as possible and to provide adequate answers as soon as possible or in any case within the time limits laid down by the relevant provisions in force.

The identity of the proposer is kept strictly confidential.

A complaint is any expression of dissatisfaction requiring a response.

The Structure guarantees the possibility of expressing observations or submitting complaints following the discovery of possible inefficiencies, behaviour or acts that have denied or limited, in the user's opinion, the possibility of

to receive the requested benefits.

## COMPLIANCE WITH SAFETY STANDARDS

### EMERGENCY PREVENTION

All prevention and safety regulations in force are fully observed within the **Myosotis Residence** and in its external activities, both by guests and service staff, professionals and third parties who visit the facility for any reason.

The safety protocols shall be brought to the attention of all emergency workers and all service personnel and, as regards the behaviour to be adopted in the event of an emergency, also of any third parties who may be present in the Facility.

### INSURANCE COVER

The **Myosotis Residence** has appropriate insurance coverage, as well as for the professionals working there.

## THE GUARANTEE OF PRIVACY

**Myosotis Residence** guarantees the full application of the current legislation on Privacy:

Absolute attention is paid to the protection of personal data relating to anyone who comes into legal contact with the Company itself: guests/family members/employees/collaborators/suppliers/visitors/etc.

The characteristics of the Rest Home (CdR) and Sanitary Assistance Residence (RSA) services, in compliance with the specific normative references, are described in the Charter of Elderly People's Rights, in the Services Charter and in the Internal Regulations that define the rules of community life.

These documents are part of a system of specific procedures certified in quality according to ISO 9001/2015 by TUV, can be consulted at **Myosotis Residence** and are given to each guest upon entry.



## MYOSOTIS RESIDENCE: OUR CONTACTS

### Corporate Management

**Mariagrazia Montalbano**

### Administrative Directorate

**Elisabetta Pavani**

### Doctor in charge RSA

**Dr Cinzia Bianchini**

### Facility Contacts

#### **Residential home for the elderly Myosotis**

*Via Verga, 9 - 01020 Bomarzo (VT)*

**Switchboard:** [0761924777](tel:0761924777)

**Fax:** [0761924779](tel:0761924779)

**Email:** [myosotis.info@residenzaserenissima.it](mailto:myosotis.info@residenzaserenissima.it)

### Corporate website

[www.residenzaserenissima.it](http://www.residenzaserenissima.it)

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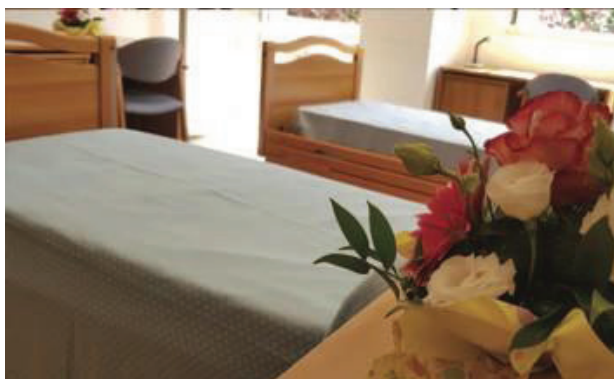
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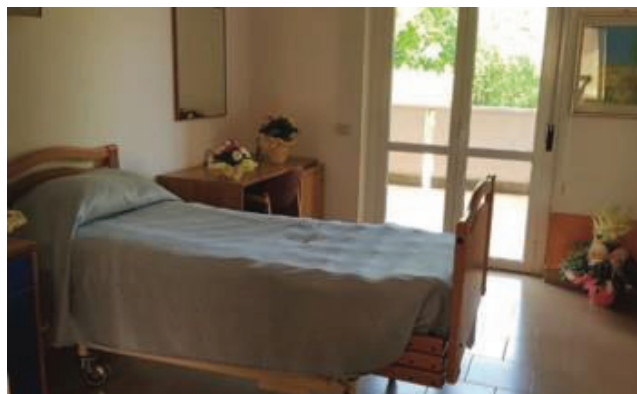
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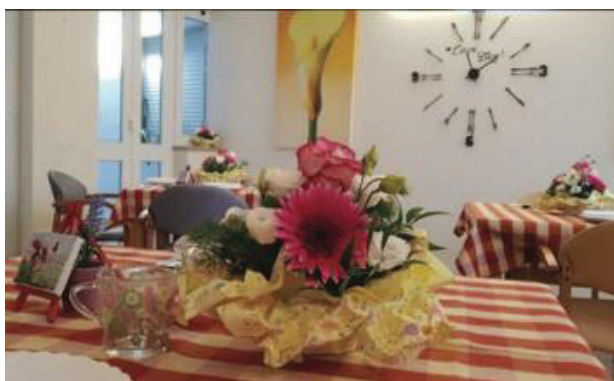
**Double room**



**Single room**



**Restaurant**



**Garden**





**PROFESSIONALISM & HOSPITALITY**  
*Our Mission*

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“Società sottoposta all'altrui attività di direzione e coordinamento ai sensi dell.art.249 7 bis c.c”

