



Tipo documento: **Charter Of Services**

Titolo documento
**Charter Of Services "La Chiave di Volta
srl"**

Emesso da	RQ	Codice documento CdS	Versione 3	Data di emissione 18.11.2024
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-----------	----	--------------------------------	----------------------	--

Summary

1 - Where we are and how to contact us	3
2 - About us	3
3 - The mission	3
4 - Services	3
5 - Access to the center and opening of the individualized rehabilitation project	4
6 - Types of services	5
7 - Linguistic mediation	5
8 - Times	5
9 - Core principles for the Center	5
9 - UNI EN ISO 9001:2015 certification	6
10 - Satisfaction surveys	7
11 - Right to complain.....	7
12 - Flowchart	7



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1 - Where we are and how to contact us

The “Chiave di Volta” it is located in Rome in Via Jacopone da Todi 25 – 00137

Roma. Tel. 324.8028707 – 06.55136046

E-mail: info@centrochiavedivolta.com

Internet site: www.centrochiavedivolta.com

2 - About us

Chiave di Volta is an outpatient rehabilitation Center for a number of subjects of both sexes and of all ages suffering from frailty and/or physical, mental and sensory impairments dependent on any cause.

As a Rehabilitation Unit, it operates in a private regime awaiting accreditation, (Regional Council Resolution No. 600588 of 23.01.2024).

3 - The mission

The mission of the La Chiave di Volta Center is to promote the improvement of the quality of life of people who have psychological, psychiatric, mental and physical disability problems, as well as problems related to school learning and social and interpersonal relationships.

To achieve this goal, the Center provides for the use of personal and social resources, both of the person himself and of the professionals who will take care of him.

4 - Services

Person-centered intervention is an approach in which patients are seen in their entirety as people inserted in a particular and unique context of life, family and social, and in which resources can be identified for each one starting from the person himself, to reach all those who take on a significant role for him and who want to believe in him and focus on him in the process of growth and care.

The key terms of the intervention are essentially three:

- Taking charge;



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-----------	----	--------------------------------	----------------------	--

- Taking care of the person and the entire system that revolves around him;
- The Multidisciplinary Team.

Chiave di Volta has received, with Determination of the Lazio Region no. G00588 of 23.01.2024, the authorization to operate an Outpatient Rehabilitation Center for people with physical, mental and sensory disabilities and for the following branches of outpatient specialization: Child Neuropsychiatry and Neuropsychiatry.

The type of users of the Centre belongs to the following homogeneous groups:

- Developmental area (from childhood to adolescence);
- Adolescents area (from 12 to 18 years old);
- Adult area;
- Elderly area.

The Center is also accredited DSA (Specific Learning Disorders).

A further area of intervention that the Center has made available is Orthoptic: a branch of Ophthalmology that deals with the diagnosis and treatment of alterations of the neuromuscular system, which cause eye disorders such as Strabismus, Double Vision, Amblyopia or Ocular Palsy.

The visit with the orthoptist, through specific tests, aims to make a precise diagnosis in order to arrange the most suitable treatment for the eye disorder encountered and monitor any pathology over time.

It is mainly aimed at children, since with an early diagnosis and the right eye gymnastics exercises it is easier to solve the problem encountered.

5 - Access to the center and opening of the individualized rehabilitation project

Entry into the Centre is subject to multidimensional assessment. If

there is no immediate availability, the user is placed on the waiting list.

An Individualized Rehabilitation Project is provided for each user, the planning and implementation of which is carried out by the multidisciplinary team.

The Center employs a team of specialized professionals (Psychotherapist, Developmental Neuropsychomotor Therapist, Speech Therapist, Child Neuropsychiatrist, Geriatrician, Orthoptist, etc.).

For each Project, a Case Manager is identified, in agreement with the Medical Director, who will also become the authorized interlocutor to discuss social and health aspects with the family and/or those entitled.

Each Project will correspond to a uniquely identifiable Medical Record containing all the records useful to represent the activities carried out with the user, including entry, ongoing, final and discharge assessments.



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6 - Types of services

The interventions are planned through an Individualized Rehabilitation Project aimed at physical, mental and sensory rehabilitation which can include, depending on the user and his needs:

- Neuropsychiatric evaluation;
- Psychiatric evaluation;
- Geriatric assessment;
- Neuropsychological and Psychodiagnostic Evaluation;
- Speech therapy;
- Neuro and psychomotor skills of the developmental age;
- Individual psychotherapy;
- Couple psychotherapy;
- Family psychotherapy;
- Group psychotherapy;
- Cognitive rehabilitation;
- Occupational therapy;
- Tutoring on learning;
- Parent training;
- Orthoptic;
- Social assistance.

7 - Linguistic mediation

If necessary, the La Chiave di Volta Centre can use a language interpreter.

8 - Times

Monday to Friday 08:00 – 20:00

Saturday 08:00 – 14:00

9 - Core principles for the Center

Some of the fundamental principles from which the Center draws inspiration:

EQUAL RIGHTS: Our services are provided respecting the same rules for each person, carrying out our activities without distinction of sex, race, language, social class, religion or political opinions, guaranteeing the right to difference, with treatments that take into account the uniqueness of the person and his or her needs.

EQUANIMITY: the operators of the Centre have the obligation to base their behaviour towards users on both deontological criteria and based on respect for objectivity, justice and impartiality. In addition All staff always



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undertakes to maintain behaviors in complete respect of the user.

CONTINUITY: the Centre undertakes to guarantee the provision of its services continuously, regularly and without interruptions, with the exception of the month of August during which only services will be guaranteed for those users who find themselves in such serious rehabilitative/emotional difficulties, which would require treatments that cannot be postponed. In the event of irregular operation or emergency situations, all necessary measures will be taken to prevent and limit any inconvenience caused to users.

INFORMATION: it is the right of each user to be involved and informed in a clear and complete way about the services available, the costs and conditions, the criteria and requirements for access, the methods of providing the services, as well as the tasks and responsibilities of the health, social and administrative staff, in relation to the functions assigned to them within the service.

CONFIDENTIALITY: all Operators are required to respect the confidentiality of the personal data of the user and his/her family. The data relating to users are accessible only to authorized and specially trained personnel.

EFFICIENCY AND EFFECTIVENESS: the user has the right to an efficient and effective Service, managed through the planning of human, material, organizational, training resources, and the adoption of appropriate monitoring tools.

9 - UNI EN ISO 9001:2015 certification

Attention to the quality of services and user satisfaction is the primary objective of "La Chiave di Volta" Center. To this end, it adopts a quality management system with reference to the international standards UNI EN ISO 9001:2015.

Subsequently, it will request Certification from a Certification Body, accredited by Accredia.

In addition, the Centre intends to observe an organisational, management and control model, as required by Legislative Decree 231/2001.



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10 - Satisfaction surveys

"La Chiave di Volta" Center detects the overall quality of the service offered through the provision of satisfaction questionnaires. These questionnaires are also an opportunity to make observations and suggestions that are carefully evaluated by the management at least once a year.

11 - Right to complain

"La Chiave di Volta" Centre gives the opportunity to report any non-conformities arising in the provision of the services provided by the structure to users through the complaints service. The methods are as follows:

1) letter on plain paper addressed to the following address:

La Chiave di Volta – Complaints Service
– Via Jacopone da Todi, 25 – 00137
Rome

2) complaint submitted by means of a specific form to the Quality Manager and placed in the appropriate box for acceptance.

It will be the responsibility of the management to respond within 15 days to the complaint submitted.

In addition, the Tribunal for the rights of the patient is remembered to protect and protect one's rights and expectations.

12 – Flowchart

Legal Representative, Director of the Center and Psychotherapist: Dr. Massimo Olivieri

Medical Director and Child Neuropsychiatrist: Dr. Francesca Laganà

Coordinator and Head of Administration: Dr. Roberta Galatolo

Head of the QMS: Dr. Massimo Olivieri

Rome, 18.11.2024

The Director of the Center

Dr. Massimo Olivieri