



VILLA MADDALENA

Un'alternativa possibile.

Extensive Residential Therapeutic and Rehabilitation Facility

SERVICE CHARTER

October 2026 Edition



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Un'alternativa possibile.

Facility name	Struttura Residenziale Terapeutico Riabilitativa Estensiva (SRTR e) VILLA MADDALENA
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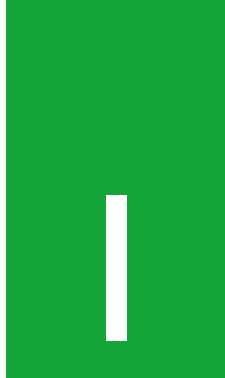
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INTRODUCTION TO VILLA MADDALENA SRTR-E

Villa Maddalena is an Extensive Residential Therapeutic and Rehabilitation Facility (SRTR-E) with 20 beds, fully accredited by the Lazio Region to provide healthcare services for “Psychiatric Care in Residential Therapeutic and Rehabilitation Facilities for Extensive Treatment”, pursuant to Decree of the Commissioner ad Acta No. U00165 of 9 May 2013.

Villa Maddalena is located approximately 3 km from the Castel Madama motorway exit on the A24 Rome–L’Aquila motorway.

The nearest town is Castel Madama, approximately 1 km from the facility.

Villa Maddalena provides services for people with psychiatric disorders in the subacute phase who require pharmacological, psychotherapeutic, interpersonal and social interventions, with a maximum stay of two years, followed by reintegration into their usual living environment or transfer to a lower-intensity care setting (SRSR).

1.1. Institutional aims (Mission)

- To provide services and treatment in accordance with national legislation.
- To ensure the highest possible standards of safety in medical practice, treatment, supportive therapies and resident supervision.
- To provide the highest quality of care required by each resident’s condition, in the best possible physical and environmental conditions, within a humane and person-centred setting, in order to prevent the risk of depersonalisation associated with residential care and treatment.
- To ensure that doctors and multidisciplinary teams working within the SRTR have access to the resources necessary for diagnosis, treatment and rehabilitation.

1.2. Principles of service provision

Villa Maddalena SRTR is committed to implementing the following fundamental principles of 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 based on the principle of equal rights for users (residents and their families), ensuring equal treatment under equivalent service conditions.

Equality means the prohibition of unjustified discrimination, rather than identical treatment for everyone, which would fail to take account of individual needs. Villa Maddalena adopts this principle by recognising each resident as a unique individual and planning personalised care and therapeutic activities through individual care and treatment plans.

Impartiality. Service providers must act towards users according to principles of objectivity, fairness and impartiality. Villa Maddalena upholds this principle by ensuring that all staff carry out their duties with transparency and integrity.

Continuity. Services must be provided continuously, regularly and without interruption. Any interruptions must be expressly governed by the applicable regulations. In such cases, service providers must take measures to minimise inconvenience to users. Villa Maddalena guarantees continuous care and assistance 24 hours a day. Individual care plans are reviewed at scheduled intervals to ensure continuity of healthcare and social care services and to keep each plan updated in accordance with changes in the 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. Villa Maddalena respects and promotes residents' independence. All professional staff are responsible for encouraging and supporting each resident's right to self-determination.

Participation. Service providers must ensure that users can actively participate in the services they receive. Users have the right to access information held by the service provider concerning them and may submit suggestions for service improvement. Villa Maddalena implements this principle by involving residents in the development and implementation of their individual care plans, encouraging personal responsibility and keeping families informed about therapeutic objectives. This approach promotes a relationship of mutual growth between residents, families and the facility. Users may also access information concerning them in accordance with the 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, Villa Maddalena applies the principle of effectiveness by periodically assessing whether each resident's healthcare objectives have been achieved. It also applies the principle of efficiency by continuously monitoring the appropriate use of available resources to achieve healthcare objectives. Furthermore, Villa Maddalena is committed to improving the quality of its healthcare, social care and support services, as described in greater detail in the following section.

1.3 Quality standards and objectives

The primary objective is to prevent relapses and reduce hospital admissions.

More specifically, the facility undertakes to guarantee the following standards for its residents:

- Clear information about the services provided.
- Daily cleaning of residents' rooms and bathrooms.
- Periodic review of therapeutic objectives.
- Simplified administrative procedures.
- Use of questionnaires to report service shortcomings and provide suggestions.
- Prompt responses to complaints submitted by residents.

1.4. Use of procedures and protocols

Staff at all organisational levels follow documented procedures describing how specific processes must be carried out, together with documented protocols providing detailed operational instructions. These

tools establish common working standards and support the achievement of organisational objectives. Procedures and protocols are regularly updated in accordance with the requirements of ISO 9001:2015.

1.5. Individualised care planning

Working through individualised plans represents an organisational philosophy and a structured approach focused on objectives and outcomes rather than simply on the provision of services. The first stage involves assessing residents' needs in order to understand their physical, psychological and interpersonal conditions. All professional figures within the organisation work together in an integrated and coordinated manner to achieve positive health outcomes. Interventions are personalised, and staff actions and care practices are directed towards meeting each resident's individual needs.

1.6. Staff training

All staff members hold the educational qualifications required for their professional roles. Villa Maddalena encourages staff participation in external training courses to improve knowledge, skills, attitudes and professional practices, in accordance with the principle of continuous service improvement. An annual training programme is formally approved, identifying courses relevant to each professional category. Residents and their families contribute indirectly to this process at least once a year by completing satisfaction questionnaires. The results also help identify staff training needs.

1.7. Written and computerised information systems

Staff have access to written information tools that are regularly updated to reflect residents' changing needs, ensuring consistent, observable and assessable interventions.

These tools are managed through the Electronic Medical Record system and include:

- **Procedures and protocols**
- **Individual therapeutic rehabilitation plans**
- **Work plans**
- **Guidelines**
- **Ministerial recommendations**
- **Updated and standardised forms**

1.8. HACCP

Villa Maddalena has established a self-monitoring system for critical control points relating to food hygiene and safety, in accordance with EC Regulations No. 178/2002 and No. 852/2004. A process control system is in operation to identify potential risks during food handling and, where necessary, implement appropriate corrections or corrective actions. Staff involved in food handling receive training in accordance with regional regulations on food hygiene and contamination prevention.

1.9. Implementation of Legislative Decree 81/2008

Villa Maddalena complies with the obligations established by the legislative decree concerning the safety of workers and residents. The facility has prepared an appropriate emergency plan, regularly updates safety documentation and provides mandatory staff training. All employees receive general information about occupational risks, preventive measures, the use of personal protective equipment and procedures to follow in emergencies.

1.10. Implementation of Legislative Decree 196/2003

Villa Maddalena complies with the obligations established by legislation on personal data protection (Legislative Decree 196/2003 – Personal Data Protection Code).

1.11. Complaints management service

A complaints management service is available at the facility. Users may submit complaints, report service shortcomings or provide suggestions concerning the services received. This enables Villa Maddalena to adapt its standards to users' expectations and improve the quality of their stay. Residents, family members and external individuals may use the dedicated form available through the Electronic Medical Record management system. The form is also available at the facility and on its website.

Staff will respond to complaints within seven days of receipt.

1.12. Fundamental Principles

Villa Maddalena promotes high-quality care based on:

- Professional competence and reliability at all organisational levels.
- Partnerships with community institutions working in the field of mental health.
- Promotion of continuity of care between clinical services and the community.
- Protection of residents' well-being and safety.
- Encouraging the active involvement of residents' families in improving the quality of their stay and the successful implementation of individual therapeutic plans.
- Reducing acute episodes of illness and preventing relapses.

1.13. General Information

How to reach us

Villa Maddalena is located at Via Sant'Anna 26, Castel Madama (Rome), approximately 3 km from the Castel Madama exit on the A24 Rome–L'Aquila motorway.

The facility can be reached by COTRAL bus services from Rome (Ponte Mammolo stop, Metro Line B) and Tivoli (Piazza Massimo stop). Timetables are displayed at the facility.

Contact information

Telephone	+39 0774 447772
Fax	+39 0774 440847
Email	info@villamaddalena.eu
Certified Email (PEC)	info@pec.villamaddalena.eu

Visiting hours for family members

Monday to Friday	17:30 - 19:00
Tuesday	9:30 - 12:00 / 17:30 - 19:00
Saturday, Sunday and public holidays	9:30 - 12:00 / 16:30 - 19:00

Visits outside
the scheduled hours
must be arranged
in advance with
the therapeutic team.

Villa Maddalena occupies a three-storey rectangular building in a panoramic location, comprising:

- **Ground Floor:** three twin bedrooms with en-suite bathrooms, a kitchen and dining room, staff changing rooms and various storage areas.
- **Raised Ground Floor:** consultation room, care staff room, TV lounge and therapeutic rehabilitation activity room, therapeutic team room and visitor bathroom.
- **First Floor:** seven twin bedrooms with en-suite bathrooms.
- **Outdoor Areas:** extensive grounds with a garden and vegetable plot for gardening and horticultural rehabilitation activities, a sensory pathway with aromatic plants and a multipurpose sports area.

I pasti vengono serviti a tavola e prevedono menu stagionali con la possibilità per l'Ospite di usufruire di varianti e diete specifiche per patologia.

Gli orari sono i seguenti:

Breakfast	from 8:15
Lunch	from 12:30
Dinner	from 19:30

Residents with specific dietary requirements have access to a dietetic service.

2

INFORMATION ABOUT VILLA MADDALENA

2.1. Type of residential stay

Villa Maddalena is a community-based residential facility providing comprehensive voluntary treatment, including psychotherapeutic, pharmacological, interpersonal and social interventions. The facility primarily serves younger patients, preferably in the early stages of psychiatric illness, with disorders in the subacute phase requiring interpersonal, psychotherapeutic and pharmacological treatment. The maximum length of stay is generally two years, followed by reintegration into the resident's usual living environment, independent accommodation supported by home-based assistance, or gradual transfer to facilities offering lower-intensity or more specific social rehabilitation or social care services.

Admission is authorised by the Mental Health Centre (CSM) of the resident's local health authority (ASL), following an eligibility assessment by the relevant Multidisciplinary Assessment Unit (UVM), in accordance with the procedures established by Decree of the Commissioner ad Acta No. 188 of 14 May 2015.

All staff members must wear an identification badge displaying their first name, surname initial and professional role. Residents and accompanying persons have the right to identify the staff working at the facility. Information about the progress of a resident's stay should be requested from the facility's Medical Director. Information about the facility and its services may be requested from staff members. At the request of residents or their relatives, the facility may arrange specialist medical appointments and recommend healthcare providers suited to the resident's needs. The cost of specialist consultations and any applicable healthcare co-payments are borne by the resident. Upon request, the facility may arrange appointments and transport for a fixed fee of €50 plus VAT (+ iva).

Documents residents must provide upon admission:

- **Authorisation from the relevant Mental Health Centre (CSM) or Drug Addiction Service (SERT).**
- **A valid identity document.**
- **Personal health insurance card.**
- **Documentation of any exemptions from healthcare co-payments for medication or hospital and outpatient services that may be required during their stay.**

Upon admission, the resident will meet with the Medical Director, who will collect all the information necessary to establish the Personalised Therapeutic Rehabilitation Plan (PTRP). This plan is agreed with the referring CSM psychiatrist and based on the Individual Therapeutic Plan (PTI).

The cost of the residential stay is borne by the referring Local Health Authority (ASL) and includes:

- **Accommodation and hospitality services.**
- **Admission medical assessments.**
- **Therapeutic interventions, including individual and group sessions.**
- **Rehabilitation activities.**

2.2. Staffing

In accordance with the authorisation requirements established by the Lazio Region, Villa Maddalena has a multidisciplinary team comprising professionals with specific roles throughout the rehabilitation programme.

The team includes:

- **Psychiatrist**
- **Psychologists**
- **Psychiatric rehabilitation therapists and/or professional educators**
- **Registered nurses**
- **Social worker**
- **Healthcare assistants**

2.3. Types of Activities

All activities at Villa Maddalena are designed to support the therapeutic and rehabilitation process and are organised into five main categories.

1. Development or recovery of social skills.

Recreational, social, expressive and sporting activities, together with unstructured interventions.

2. Development or recovery of independence.

Personal care, personal hygiene, maintenance of private and shared spaces, use of public services and money management.

3. Recovery of practical and work-related skills.

Gardening, horticulture and small craft activities.

4. Symptom management and relapse prevention.

Pharmacological treatment, psychoeducational interventions involving residents and families, supportive counselling, individual psychotherapy, group psychotherapy, structured relaxation techniques, psychomotor activities and coping strategies for independent symptom management.

5. Unstructured Activities.

Activities arising spontaneously from specific requests made by residents, organised according to staff and space availability.

2.4. Copies of medical records

Residents may request a copy of their medical records personally or through an authorised representative, at a cost of €45.00 per copy.

The copy, signed by the person in charge of Villa Maddalena SRTR, may be collected directly from the facility.

Payment must be made to the facility staff when submitting the request.

3

PROTECTION AND MONITORING MECHANISMS

3.1. Complaints

Complaints may be submitted using the dedicated form available at the facility or through the Electronic Medical Record system (CCE).

3.2. Resident Satisfaction Surveys

Residents are invited to express their level of satisfaction with the treatment received through the Electronic Medical Record system.

Based on the data collected, Villa Maddalena prepares and publishes a report on residents' satisfaction levels every six months.

PATIENTS' RIGHTS

The following section summarises and incorporates the principles contained in the documents listed below, developed in accordance with international legal standards adopted by Villa Maddalena SRTR:

- **Patients' Bill of Rights**, approved in 1973 by the American Hospital Association.
- **Charter of Patients' Rights**, adopted by the European Economic Community (EEC) in Luxembourg from 6 to 9 May 1979.
- **Charter of the 33 Citizens' Rights**, drafted during the first public session on patients' rights held in Rome on 29 June 1980.
- **Resolution No. 23 of the World Health Organization**, 1970, whose principles are fully reflected in the Italian Constitution (Articles 2, 3 and 32).

Art. 1

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

Art. 2

During hospitalisation, patients have the right to be identified by their first name and surname 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 using the formal and respectful form of address (Lei in Italian).

Art. 3

Patients have the right to obtain information from the healthcare facility about the services it provides, access procedures and the respective responsibilities of its staff. They also have the right to identify immediately the professionals responsible for their care.

Art. 4

Patients have the right to receive complete and understandable information from their treating healthcare professional regarding their diagnosis, proposed treatment and prognosis.

Except in emergencies where a delay could endanger their health, patients have the right to receive sufficient information to provide informed consent before undergoing treatment or medical procedures. This information must also cover any potential risks or discomfort associated with the proposed treatment. Where the healthcare professional determines that providing information directly to the patient would be inappropriate, such information must be provided to family members or legal guardians, unless the patient expressly objects.

Art. 6

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

Art. 7

Patients have the right to confidentiality regarding information about their illness and any other personal circumstances.

Art. 8

Patients have the right to submit complaints, which must be examined promptly, and to be informed of the outcome without undue delay.

REPORTS AND SUGGESTIONS

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

First Name Surname

Telephone E-mail

Resident

Family member

Other

.....

Date Signature

Service shortcoming to be reported (please specify the date, time and location of the incident, the individuals involved and any failure to meet the established service standards):

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Suggestions for improving the services provided:

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





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www.villamaddalena.eu