



**Fondazione
Don Carlo Gnocchi
Onlus**

Guide to Services for Residential Users Severe Developmental Disabilities Unit

Location: “E. Bignamini” Centre

Via Matteotti, 56

60015 Falconara (AN)

Tel.: 071 9160971

Fax: 071 0979099

Email: administrative.officemedica.an.falconara@dongnocchi.it



Dear Patient and Family,

Welcome to the Bignamini Rehabilitation Centre of the Don Gnocchi Foundation. Herein, we would like to provide you with some information that might help you familiarise yourselves with our facility.

- ***Severe Developmental Disabilities (DD) Unit***

The Severe Developmental Disabilities Unit (UDGEE), located on the third floor of our centre, is equipped with 10 beds. The unit sprang out of the need to provide integrated care for minors with severe brain injuries, known as *CSHCN (children with special health care needs)*, including those on long-term mechanical ventilation. These children suffer from: congenital or acquired multisystemic-multifunctional pathology, with impaired neurodevelopment, a chronic and progressively worsening course, a risk of recurrence of acute events that overlap with the underlying condition, and dependence on medical-technological devices to support vital functions and daily living activities.

- ***Purpose of the Unit***

Hospitalization occurs in conjunction with acute hospital facilities, for the following purposes: Ensure continuity of care between the high-intensity hospital phase and the home phase through a medium-intensity out-of-hospital facility, whose objectives are completion of the home care process and family learning.

Offer temporary in-patient care, following the patient's return to his family, which may be requested by family members in situations where they require a period of rest or are unable to care for the patient for a specified period (Respite Care), or in situations where an urgent need arises, such as a caregiver's sudden health problem that prevents continuity of home care (Emergency Hospitalisation).

A referral from the attending physician is required for each hospitalization.

Patients from other regions need authorization from their local health authority (AST).

Private access is also possible. Payment must be made at the facility's reception desk, and a tax-deductible invoice will be issued. The Centre has agreements with major insurance companies that manage **health policies and relevant health insurance funds**. We always recommend that patients **check the terms and conditions in advance** with their insurance company, health insurance scheme, or fund, **to be able to make use of the agreement**. For further information and costs, please contact the staff in charge.

Hospital stay may not exceed a maximum of 120 days; further periods of stay are assessed by the healthcare professionals, in consultation with the District Evaluation Unit.

- ***Waiting List***

Inclusion on the waiting list is subject to verification of suitability requirements. The list is kept by the Nursing Coordinator. Eligible patients may request the Coordinator to place them on the waiting list. Waiting time data is published quarterly on the Foundation's website.

- ***Visiting Hours and Access Rules***

Visits to patients are permitted every afternoon from 4:00 p.m. to 6:00 p.m.

Only one visitor per patient is allowed, unless otherwise authorized. Any access outside these time slots requires approval from the Health Management.

- ***Appointments for Clinical Updates***

For information on your health status and/or on tests performed, visits, and other matters, you may contact the Unit nurses during the following hours:

- Morning: 11:00 a.m. to 12:00
- Afternoon: 5:00 p.m. to 6:00 p.m.

Talks with the Unit doctors may be requested through the nursing coordinator or the Social Work Service. Treatment is ensured by a multidisciplinary team that draws up an Individualized Rehabilitation Plan (IRP), laying down specific objectives and interventions.

Periodic meetings are scheduled with family members, a social worker, and a psychologist, so that the team can share the IRP.

- ***Discharge and Caregiver Training***

Upon discharge, the primary caregiver will be trained by physiotherapists, nurses, or other professionals to facilitate the patient's home care. The unit's physiatrist is tasked with prescribing any necessary aids and prosthetics.

- ***Social Work Services***

The Social Worker assists patients and their families in requesting aids and planning protected discharges. He also liaises with local services to ensure continuity of care.

- ***Rules of Conduct and Safety***

Please remember that:

- ❖ Smoking is strictly prohibited in all internal and external areas of the Centre, except in designated smoking areas; this ban also applies to electronic devices;
- ❖ The physician's permission is required to leave the unit;
- ❖ No drugs may be brought in;
- ❖ Family members and guardians must not interfere with the activities of the staff;
- ❖ It is recommended to sign the visitor's register located in the unit;
- ❖ Changes of residence must be communicated promptly;

For service reasons, it may be necessary to change rooms during the hospital stay.

- ***Communications to family members***

Patients' families are reminded that:

- ❖ The family or user is saddled with all costs related to aids not covered by the Prosthetics Tariff List;
- ❖ The purchase or repair of personal items shall rest on the family;
- ❖ Family members are responsible for any medications not covered by the National Health Service (NHS) and any transportation and private specialist consultations (requested by prior arrangement);
- ❖ Each patient has a general practitioner attending to him, who, based on availability and proven professionalism, is usually designated by the Centre. However, each patient is free to choose a general practitioner of his choice, provided that he guarantees availability, to the Centre as well, so as to ensure availability even outside of scheduled visits;
- ❖ If healthcare staff determine that hospitalisation and/or referral to the Emergency Room is necessary, parents will be promptly notified so they can attend at the indicated hospital facility as soon as possible. In the event of an emergency, if the family is geographically far enough away to be unable to provide timely care, the Centre is tasked with addressing the issue;
- ❖ Family members and carers may use the facility's canteen service. For information, please contact the nursing staff on duty.

- ***Request for Clinical Documentation***

Copies of medical records may be requested after discharge by submitting a request to the Medical Administration, open Monday to Friday from 8:00 a.m. to 12:30 p.m. and from 2:30

p.m. to 6:00 p.m., and on Saturdays from 8:00 a.m. to 12:00. Copies of such medical records will be issued within 7 days, and clinical reports within 15 days.

- ***Safekeeping of Valuables and Security of Personal Items***

Management declines any liability for the loss of valuables or money left unattended. A safe is available for small deposits; please contact the staff for information.

- ***Complaints and Suggestions***

For any complaints, positive or negative reports, or suggestions, you can fill in the relevant form at the Public Relations Office, where the Social Worker will be available to provide further clarifications. Lastly, you are kindly requested to fill in the satisfaction questionnaire that will be provided in paper form by the nursing staff.

Kind regards

The Management

FALCONARA

Area Management: Dr Fabio Carlotti

Facility Manager: Dr Fabiana Beccaceci 071/9160972 (administrative office)

Health Management: Dr Roberto Staffolani 071/9160971 (administrative office)

Public Relations Office:

Social Worker Giulia Sollitto

Email: urp.falconara@dongnocchi.it

Tuesday Tel. 071 9160971 – extension 7 Falconara via Matteotti 56

Thursday Tel. 071 2867546 Ancona via Brece Bianche 74

Hours: Tuesday and Thursday 9.30 a.m. - 11.30 a.m.

You can access the Public Relations Office directly or by phone

SEVERE DEVELOPMENTAL DISABILITIES UNIT

Telephone: 071/9160971

Email: unitaspeciale.falconara@dongnocchi.it

Staff working at the unit:

Medical Director:

Dr Elisa Sordoni

Doctors:

Dr. Nicolò Baldini

Dr Pietro Cesaroni

Dr Anna Rita Cingolani

Dr Elena Pasquinelli

Dr Stefano Raffaeli

Dr Maria Angela Sassu

Nursing Coordinator:

Alessio Pica

Lisa Rossi (support coordinator)

Psychologist:

Dr Reana Di Girolamo

Therapist Coordinator:

Gabriele Toppi

Social Worker:

Giulia Sollitto

This guide supplements the Service Charter published on the Foundation's website and specifically details the activity carried out at the UDGEE.