Service Charter 2026

Specialist Home Care (ADI-VG)

Dedicated Specialist Home Care - Polo Villa Glori. Annex to the 2026-2029 Activity Plan of the health services of Polo Villa Glori (PA 2026-2029-VG).

Courtesy translation of the Italian original. In case of doubt, the Italian text prevails.

1. Introduction

This document informs citizens, patients and families about the services, access procedures, quality standards and forms of protection of the Dedicated Specialist Home Care for people with HIV/AIDS - Polo Villa Glori (ADI-VG), the home health service of Polo Villa Glori run by Cooperativa Roma Solidarietà (CRS), a Social Cooperative ETS promoted by the Diocesan Caritas of Rome. This edition covers the year 2026 and is annexed to the Activity Plan.

The mission of ADI-VG is the comprehensive care of the person with HIV: clinical care and support for psychosocial, economic and relational needs, consistent with the principles of the Diocesan Caritas and with respect for the faith and diversity of each person. The service brings specialist care to the places where people live, according to the principle of proximity.

We work together with the reference infectious disease centres (INMI Spallanzani, Policlinico Umberto I, Policlinico Gemelli, Policlinico Tor Vergata) to provide a continuous, personalised course of care at home.

The Charter is reviewed every year by December and is available at the service premises, at the CRS administrative offices and on the website www.caritasroma.it.

> **In brief**

> Nursing and infectious disease care at home, in coordination with the CCTAD of INMI Spallanzani.
>
> Care starts no later than 5 days after authorisation.
>
> Services are free of charge for the patient, under agreement with the Regional Health Service (SSR).
>
> Information and contacts: 06 8881501 - villaglori@caritasroma.it

2. Fundamental principles

- **Equality and impartiality:** access to services without any discrimination.
- **Continuity:** regular care, including in case of difficulties or emergencies.
- **Person-centred care:** the patient's needs guide every decision, through the Individualised/Integrated Care Plan (PAI).
- **Effectiveness and efficiency:** optimal use of resources, in line with scientific evidence.
- **Participation:** active involvement of the patient and the family.
- **Confidentiality:** protection of privacy and health data (GDPR and Legislative Decree 196/2003).

3. Our services

Area	Services
Specialist nursing care	Periodic clinical monitoring of vital signs; management and administration of therapies; support for adherence to antiretroviral therapy (ARV); blood tests at home scheduled around specialist visits; health education for patient and caregiver
Infectious disease monitoring at home	Infectious disease assessments, scheduled or on call, in coordination with the reference centre, which retains responsibility for ARV therapy; assessment of lifestyle and transmission risk

Area	Services
Social and care support	Multidisciplinary assessment of social, economic and relational needs; social worker support for access to resources and services; help with housing, economic and family network problems
ARV drug management and traceability	Collection, safe storage and home delivery of medicines, with full traceability
Bookings and coordination	Support in booking visits and tests at reference centres; coordination with the CCTAD of INMI Spallanzani and other centres
Televisit and teleconsultation	Infectious disease televisit with Policlinico Tor Vergata; teleconsultation with the CSM ASL Roma 1 - District 2 (from 15 September 2026)

4. The Life Project

Even at home, every person remains the protagonist of their own life. The Life Project helps us listen to the wishes and priorities of the people we meet and build together goals that are meaningful to them: keeping a cherished habit, reconnecting with a relationship, regaining independence in their own home. Caring at home means entering a person's life with delicacy, where listening and respect come before any technical intervention.

Culture of prevention and lifestyles

Some of the nurses in the team are trained as educators in lifestyles and HIV prevention, through an internal ECM-accredited course. They bring clinical updates and simple suggestions on nutrition, physical activity, sleep and stress management to the home.

Protection: U=U means that an undetectable viral load does not transmit HIV; PrEP does not protect against other sexually transmitted infections and the condom remains the only complete protection.

> Welcome: no stigma linked to a person's health or personal history.

5. How to access the service

- **Specialist assessment:** the infectious disease physician of the reference centre assesses the need for home care.
- **CCTAD intake:** the CCTAD of INMI Spallanzani carries out a first multidisciplinary assessment.
- **ADI-VG activation:** the CCTAD activates our service. Care is guaranteed to start no later than 5 days after authorisation.
- **Initial assessment:** the team makes a first home visit (nursing, infectious disease and social) and defines the PAI with the patient and the family.

The service is provided under agreement with the Regional Health Service: all services included in the PAI are free of charge for the patient. The service is intended for people with HIV/AIDS, multiple conditions and social vulnerability living in Rome and its province.

6. Quality standards and factors

The standards are monitored with specific indicators, in line with the Annual Risk Management Plan (PARS) and Law 24/2017.

Quality factor	Guaranteed standard
Timeliness of intake	No later than 5 days after authorisation
Therapeutic continuity	Scheduled delivery of ARV medicines when 5-10 tablets remain, ensuring at least 1 month of cover
Punctuality of blood tests	Home blood test 10-15 days before the scheduled infectious disease visit
Personalisation	A PAI for every patient, with periodic reviews (monthly and annual)

Quality factor	Guaranteed standard
Communication and coordination	Structured tools (chat, e-mail, shared apps) between staff and external centres
Staff training	Continuous training, including training in social interview techniques for nurses, in line with the Training Plan
Transparency and documentation	Every intervention is recorded in the home record/shared app, accessible to the multidisciplinary team

7. Quality commitments and objectives for 2026

- draw up the Service Identity Card of ADI-VG by 2026;
- map home care needs and launch the social and pastoral impact indicators (VIS+P);
- start infectious disease televisits for 8 patients in total (7 followed by ADI-VG and 1 resident of Casa Alloggio "Don Luigi") and teleconsultation with CSM District 2 from 15 September 2026;
- start the two-way referral protocol with the Caritas Listening Centres and participation in neighbourhood units;
- bring to the home the work of the nurses trained in lifestyles and HIV prevention;
- introduce monitoring dashboards (clinical outcome, satisfaction, care intensity) and update the Privacy Plan for the home care setting.

Indicator	Measure / source	Target 2026
Time to intake	Authorisation - first visit	≤ 5 days
Home PAI coverage	Home record	100% of users
Patients in infectious disease televisit	Televisit register	7 ADI-VG patients (8 with 1 Don Luigi resident)

Indicator	Measure / source	Target 2026
Patients in psychiatric teleconsultation	Televisit register	100% (8/8)
User and caregiver satisfaction	Annual questionnaire	≥ 85% positive responses

8. Regulatory references

- DCA U00401/2016 and DCA U00469/2017 (territorial HIV/AIDS care and institutional accreditation, Lazio Region);
- DCA U00283/2017 (home care);
- Regional Regulation 20/2019 and DGR 1348/2025 (accreditation and requirements);
- DM 77/2022 (models and standards for territorial care);
- Law 24/2017 "Gelli-Bianco"; Law 135/1990; Legislative Decree 81/2008;
- Regulation (EU) 2016/679 (GDPR) and Legislative Decree 196/2003.

9. Difference from the general CRS home care services

ADI-VG is a specialist home care service provided by Polo Villa Glori and dedicated to patients with HIV under shared care with the reference infectious disease centres. It is distinct from the "Home Health Care for HIV Patients" described in the general CRS Service Charter, provided at the Cittadella della Solidarietà "Santa Giacinta" (Via Casilina Vecchia 19, 00182 Rome) and intended for Caritas users in conditions of marginalisation. The two services have different access routes, teams and premises; anyone contacting one of them will be directed to the correct pathway.

10. Protection and participation

- **Process reference person:** for each complex procedure a formal reference person is identified who monitors and resolves problems.
- **Informed consent:** all services are provided with prior informed consent.

- **Reports and complaints:** comments, suggestions or complaints go to the ADI Coordinator and are handled promptly; a reply is given within one month.
- **Patient signature:** participation is certified by the signature on the monitoring and delivery forms.
- **Satisfaction:** anonymous annual questionnaire; in December 2026 the team analyses the results and complaints and defines improvement actions, sent to the CRS Management by 15 December.

11. Access to documents

A procedure is in place for access to administrative records (Law 241/1990) and for simple and generalised civic access (art. 5 Legislative Decree 33/2013), available on the institutional website. Health records are released in compliance with data confidentiality.

12. How to reach us and contacts

The ADI-VG office is in the Parioli district, inside the Villa Glori park, and is not open to the public: for information it is sufficient to contact the secretariat.

> **Contacts**
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> Health Area of Polo Villa Glori: to get to know our work more closely.

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