Service Charter 2026

Casa Alloggio "Don Luigi"

Residential health service (24/7) for people with HIV/AIDS and multiple conditions - Polo Villa Glori. Annex to the 2026 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 and purpose

Caritas of Rome has been caring for people with AIDS since 1988. Mons. Luigi Di Liegro, after whom the Casa Alloggio is named, opened the first reception facilities to accompany the sick with dignity. Since 1990 the home care service has worked alongside residential care, to help people remain in their own living environment.

Casa Alloggio "Don Luigi" (hereinafter "Don Luigi") is today the only residential facility for people with HIV/AIDS of Polo Villa Glori, run by Cooperativa Roma Solidarietà (CRS) under agreement with the Regional Health Service.

The Service Charter is a tool of transparency and quality control: it is the pact between staff, residents and administrators. This edition covers the year 2026 and is annexed to the Activity Plan. It is reviewed every year by December and whenever necessary. It is available at the Casa Alloggio, at the CRS administrative offices and on the website www.caritasroma.it.

> **In brief**
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> 8 people with HIV/AIDS and serious social vulnerability, welcomed 24 hours a day, 7 days a week.
>
> Multidisciplinary team: nurses, healthcare assistants (OSS), physician, psychologist, social worker.

> Service under agreement with the Regional Health Service: the daily fee is paid by the SSR.
>
> Information and contacts: 06 88815612 - villaglori@caritasroma.it

2. Mission and values

In keeping with the history and principles of Caritas, Don Luigi welcomes and cares for the fragilities and hopes of each person, to create fraternal relationships and encourage paths towards independence. It offers people with HIV and complex health and social needs health, social care, recreational, cultural and accommodation services, in order to ensure:

- psychophysical well-being and prevention of related conditions;
- social inclusion and the possibility of meaningful relationships;
- safety.

Values

- **Equality and impartiality:** the same rules for everyone, regardless of sex, ethnicity, language, religion or political opinion; fair and objective conduct.
- **Continuity:** stable conditions over time for continuity of services.
- **Participation:** the right to access information concerning the resident and to make comments and suggestions.
- **Efficiency and effectiveness:** expected results achieved through optimal use of resources.

3. The Casa Alloggio

Don Luigi is located in the Villa Glori park, in the Parioli district. The living spaces, welcoming and homelike, meet the standards of current legislation.

Casa Alloggio "Don Luigi" in the Villa Glori park

Beds	8, on one floor, in double rooms assigned according to compatibility and the social-care arrangement

Residents	People with HIV/AIDS in stable clinical condition, with related multiple conditions and serious social hardship, without a support network
Continuity	Care 24 hours a day, 7 days a week
Regime	Service under agreement with the SSR; institutional accreditation in the process of consolidation for the 8 beds
References	DCA U0008/2011 (authorisation); DCA U00401/2016 (territorial model coordinated by the CCTAD, INMI Spallanzani, under agreement with the local health authorities); Concession specification of 24.12.2024 (Rome City Council Resolution no. 89/2024)

4. Admission and the PAI

Admission takes place at the request of the referring service (CCTAD), accompanied by a recent certification of health and social conditions and by the signed consent of the person concerned or of the legal support administrator. The request is assessed by the UVM-D (Multidisciplinary Assessment Unit). The financial commitment of the local health authority of residence is established by agreement.

An Individualised/Integrated Care Plan (PAI) is drawn up for each resident, defining personalised goals and interventions. It is written by the multidisciplinary team together with the resident, who is the protagonist of the path, and validated by the CCTAD. The PAI is renewed every 6/12 months and every change is shared with the person and with the reference specialist services.

Phase	Content
1. Assessment	Individual interviews, meeting with family members, review of health records
2. Goals	Realistic, measurable, achievable, relevant and time-bound goals
3. Drafting	Resident's details, care pathways and professionals involved, monitoring and evaluation criteria

The goals of the PAI aim to improve clinical condition (adherence to antiretroviral therapy, healthy lifestyles), to promote independence and social inclusion and to support the resident in taking charge of their own health.

Health emergencies. The Casa Alloggio follows the requirements of the regional and national health systems, risk prevention protocols, personal protective equipment and constant staff updating. In an emergency 118 is always called. All staff have completed the BLSD course and the facility is equipped with a defibrillator.

5. The Life Project

Every path of care begins with a simple question: not only "what does this person need", but "what life do they wish for, and how can we walk together so that they can achieve it". The Life Project helps each resident to express wishes, priorities and hopes, involving them at every stage. Even a small step, such as learning to manage a therapy, reconnecting with a relationship or regaining self-confidence, has great meaning.

6. Services provided

Health	Social
Medical care (Health Manager and reference GP)	Educational activities
Scheduled nursing care (14 hours) with 24-hour on-call cover	Accommodation services and laundry
Administration of therapies and health education	Cultural, artistic and recreational activities
Dietary consultation with specific diets for certified religious or health needs	Restoring emotional and social relationships
Accompaniment to specialist services	Advocacy for enforceable rights

Health	Social
Prevention and containment of degenerative or disabling outcomes	Psychological, social and spiritual support

Catering is provided by an external caterer with personalised dietary programmes. No activity is compulsory for the resident.

> **Culture of prevention and lifestyles**
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> The nurses are trained as educators in lifestyles and HIV prevention, through an internal specialist training course. They offer residents and families clinical updates and simple suggestions on nutrition, physical activity, sleep and stress management.
>
> Awareness: sexuality is first of all an act of love and deserves care for oneself and for the other.
>
> 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.

7. A typical day

The programme is flexible; every alternative must serve the goals of the PAI and of the Casa Alloggio.

Activity	Time
Wake-up, medication	08:00
Personal care	08:00 - 09:00
Breakfast	by 09:30
Tidying one's own spaces	by 10:00
Workshops and care of the inside and outside of the house	10:00 - 12:00

Activity	Time
Lunch, medication	12:30 - 13:30
Afternoon rest	14:00 - 15:30
Afternoon snack	16:00
Free activity and/or workshops	16:00 - 19:00
Dinner, medication	19:30 - 20:30
Free activities	21:00 - 22:30
Night rest	23:00

8. The social and health team

The team works as a single body of intervention and meets to discuss cases and ordinary management at least twice a month, or when necessary. The staff belong to the single pool of Polo Villa Glori, shared with ADI-VG, and strengthen their skills through continuous training and supervision. Staff can be identified by their name badge.

- Organisational Coordinator
- Health Manager and Medical Director
- Professional nurses
- Healthcare assistants (OSS)
- Psychologist
- Social worker
- Physiotherapist

The Casa Alloggio works with the Caritas Volunteering association, Angeli in moto and the social organisations of the area.

9. Relations with family members and discharge

Family members means all the people who are significant to the resident.

- **Telephone:** family members can contact the resident on mobile 335 1817145 or landline 06 88815612, except in emergencies, from 8 am to 8 pm.
- **Manager:** on Monday from 9 am to 1 pm and Thursday from 5 pm to 6 pm, on the facility's number.
- **Visits:** by arrangement with the Organisational Coordinator, they take place freely.
- The resident can receive phone calls and use their own mobile phone without restrictions. If episodes occur that go against the project or the rules, visits and phone calls are suspended until the team decides otherwise.

Reasons for discharge

- Conclusion of the PAI because the goals have been reached, or continuation in another facility.
- Voluntary interruption of the individual project.
- Removal for serious behaviour (verbal or physical violence, unauthorised leaving, serious breach of the rules). In the case of physical violence, immediate expulsion may be ordered to protect residents, staff and volunteers, with formal notification to the institutional counterparts.
- Death.

10. The daily fee

The daily fee set by the agreement with the local health authority is € 139.45, fully paid by the Health Service. It includes all the services in the list "Services provided" (par. 6); services not included in that list are excluded.

11. Quality commitments and objectives for 2026

In 2026 the Casa Alloggio continues the path of continuous improvement begun in 2023 and undertakes to:

- adopt by 2026 some indicators of social and pastoral impact (VIS+P) on residents' independence, social ties and participation;
- start mapping HIV care pathways in the area and the analysis of quality and safety;

- set up a mutual self-help group among residents, with the support of the psychologist;
- open the spaces periodically to family members, volunteers, students and the local community;
- take part in the infectious disease televisit with Policlinico Tor Vergata and in the project with the CSM ASL Roma 1 - District 2;
- start the path towards quality certification and progressive opening to the area and to young volunteers;
- value the nurses trained in lifestyles and HIV prevention;
- introduce monitoring dashboards by area, with reporting every four months to the CRS Management.

Indicator	Measure / source	Target 2026
Updated PAIs	Computerised record	100% of residents
Residential VIS+P indicators	VIS+P form	Adopted by 2026
Clinical risk events/near misses	Risk register	Year-on-year reduction
Resident and family satisfaction	Annual questionnaire	≥ 85% positive responses

12. Complaints, suggestions and satisfaction

Residents, family members, guardians and staff may submit a written or verbal complaint about failures of service, or acts or behaviour that have denied or limited services, or suggestions and compliments, by contacting the Facility Manager or the CRS Management Office. A reply, in writing or in person, is given within one month. The Complaints, Suggestions and Compliments form is annex no. 1, 2, 3 of this Charter and is available at the premises.

Satisfaction is measured with an anonymous annual questionnaire for residents, family members and staff. In December 2026 the Manager analyses with the team the "customer data collection" report and the "complaints, suggestions

and compliments" report and defines the "Improvement Action Plan". By 15 December the three documents are sent to the CRS Management, as inputs to the Review of the Quality System.

13. 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 paras. 1 and 2 Legislative Decree 33/2013), available on the institutional website. Search right fees: documents older than 1 year € 6.00; from 1 to 10 years € 20.00; over 10 years € 40.00. Reproduction: A4 format € 1.00 + € 0.60 per sheet; A3 format € 1.00 + € 1.00 per sheet.

14. The role of volunteers

Volunteers are decisive for the atmosphere of the Casa Alloggio: they support staff and residents, liven up the afternoons and workshops and are a bridge to life outside the facility. They work in harmony with the individual project set by the team. Fundamental requirements are generosity without payment, the ability to listen and to work in a team, patience and constancy; the minimum age is 25.

15. How to reach us and contacts

Contacts

Address: Polo Villa Glori, Via Venezuela 27 - 00196 Rome (vehicle entrance). Pedestrian entrance through the park: viale dei Settanta no. 27 - 00197 Rome.

Telephone: 06 88815612 - 06 88815602 - 06 88815613 - +39 335 1817145

E-mail: villaglori@caritasroma.it

Contact person: Health Area Manager (villaglori@caritasroma.it)

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

How to get here: from Termini bus 910 or 223; from piazzale Flaminio the Roma Nord train (Euclide stop).

The Villa Glori park: the Casa Alloggio can be reached from Via Venezuela 27.

Courtesy translation. The Italian original prevails.