

# Services network orientation

6. TOOLS FOR QUALIFIED WORK IN THE HOME CARE



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 **Regione Emilia Romagna**   
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**<http://www.emiliaromagnasociale.it>** - click on elderly (anziani).

# Services network orientation

The Region of Emilia-Romagna has created detailed and variegated network of Social and Healthcare Services. This feature originated from the need to meet the many requirements of an elderly and disabled population that is steadily increasing in number and has very diversified needs.


## A) Services for the elderly

If an elderly person has a need for Social and Healthcare Services, there are two figures who can be contacted: the **FAMILY PHYSICIAN** (medico di famiglia) and the **SOCIAL WORKER** (assistente sociale) in the Town or City where the person resides. The scope of the duties of these two figures differs, but they are interconnected.

The social worker can usually be contacted at the Town Hall, in small or medium-sized towns, or in the district offices (quartiere/circoscrizione) in large cities (a Capital of a Province). Information is available concerning **bureaucratic procedures** and the following services:

- **Servizio di assistenza domiciliare (SAD)** [Home care service] supplied by specialised operators who make home visits to the elderly or disabled person for assistance: with personal hygiene and/or **getting up and out of bed**, [alzata] washing up, **mobilising** (mobilizzazione) the bedridden person, supplying meals, with transportation to healthcare facilities and various other places and taking care of matters of various sorts and shopping (weekly grocery shopping).
- **Servizi Ricreativi e Culturali** [Recreational and Cultural Services] (Social centres, Self-managed centres for the elderly, University for senior citizens, vegetable gardens, etc.) serving the functions of social integration, entertainment and as incentives for the cultural betterment of the individual.
- **Servizi offerti da associazioni di volontariato** [Services offered by associations of voluntary workers] such as the transportation of persons, including the disabled, companionship, doing small errands, etc.
- **Servizio Assistenza Anziani (SAA)** [Elderly Assistance Service], provides qualified personnel to evaluate the needs of the elderly person and if necessary, to activate a team of professionals (Servizi di Valutazione Geriatrica - Geriatric





Assessment Services) to arrange for a program of personalised care.

- **Centri diurni** [Day centres] where the elderly can spend the day together with staff workers who organise recreational and rehabilitation activities.
- **Strutture residenziali** [Residential facilities], that is, assisted living facilities and hospices for elderly persons who can no longer be cared for in their own homes.
- **Servizi per persone con demenza** [Services for persons with dementia] providing consultation services for specific problems.
- **Invalidità Civile** [Legal disability] (Assegno di Accompagnamento) [Disability Allowance] If the elderly person needs economic aid or medical Aids (ausili) (hospital bed, wheelchair, incontinence pads, bedsores prevention mattresses and cushions, lifts), an application for recognition of legal **disability status** (invalidità civile) can be submitted to the AUSL [Local National Health Service] office in charge of such matters.

The family physician (or General Practitioner) can be contacted by telephone or by going directly to his/her office.

Contact the Family Physician for any problems relating to the elderly person's health, for information regarding medicines, for any necessary certificates (application for legal disability status) and to report any changes in the patient's **psychophysical health** (stato di salute) conditions.

If the person you are taking care of is unable to go to the doctor's office, the Family Physician can make a home visit upon request by telephone or according to a planned schedule, to carry out check-ups and/or to **prescribe medicines** (prescrizione di farmaci), tests and examinations by specialists.

The Family Physician is in charge of activating the following Services:

- 1. Assistenza Domiciliare Integrata (A.D.I.)** [Integrated Home Care] when the need for assistance requires the involvement of staff from various Healthcare and Social Services, which jointly organise a plan to provide for home care.

**2.Assistenza infermieristica domiciliare** (S.A.D.I.) [Home Nursing Assistance], which performs duties strictly classified as nursing tasks such as:

- **Dressings** (medicazioni)
- vesical catheter management (for urine control)
- management of central **venous access** (accessi venosi)
- management of peripheral vein access (ex. phleboclysis, blood samples)
- management of pain therapy devices (infusors)
- management of **artificial or surgical openings** (stomie) (direct access to internal organs)
- healthcare instructions serving for correct use of aids, for the mobilisation and positioning of a bedridden patient to prevent decubitus ulcers and the administration of medicines
- family support when home care becomes extremely burdensome and there is a risk of family crisis.

**3.Examinations by specialists (visite specialistiche)** as an outpatient, when the person is accompanied to the facility to see the specialist, or **home visits** (domiciliari), when the specialist examines the patient in the patient's home.

You should be informed as to the closest locations of the following offices (ask the patient's family physician or one of his relatives):

- **Centrounicodiprenotazione** (CUP) [Centralised appointment centre] - where appointments can be made for examinations by specialists and for laboratory tests.
- **Struttura Amministrativa Unitaria di Base** (SAUB) [Central Administration for the National Health System] This office serves for the choice of a family physician, authorisations for aids and equipment (ex. incontinence pads, hospital beds), spas, etc.

## B) Services for family caregivers

Family caregivers also have needs that are met by various services:

- **Training services** (formazione) - with information on Italian language courses for foreigners (offered by Towns or Cities), training courses for persons who are caregivers for the elderly or the disabled.
- **Procedures relating to employment and job contracts** (contratto di lavoro) to be carried out with:
  - the **Labour unions** (Sindacati), which have local offices throughout the Region
  - the **Centri territoriali per l'impiego** [Regional employment centres]
  - the **Centri stranieri** [Centres for Foreigners] or immigration services
- **Punti di orientamento/informazione/consulenza** [Orientation-information-consultation points] which many towns and cities are activating in collaboration with the Elderly Assistance Services (SAA)



## c) Emergency telephone numbers

The following phone numbers can be called from any telephone, without using an area code and they are free of charge:

- **Emergenza sanitaria** [Health Emergencies] .....118

This number should be used in the case of serious health problems, such as a suspected bone **fracture** (frattura), **loss of consciousness** (perdita di conoscenza), **serious respiratory problems** (difficoltà respiratoria), and unbearable acute pain (dolore acuto). When you call, it is important to provide the following information:

- the address (street, street number, town)
- the number you are calling from
- the reason for your telephone call
- the conditions of the person who needs help.

- **Vigili del Fuoco** [Fire Department] .....115

This number should be used in the case of a **fire** (incendio), or when it is impossible to get into the person's home (for example, in the case when someone is accidentally locked out of the house, without being able to obtain the keys within a reasonably short amount of time).

- **Carabinieri** .....112

- **Polizia** [Police] .....113

These numbers should be used in the case of serious danger for your own personal safety and that of the persons you are assisting (for example, in the case of a house **break-in** (ladri), violent behaviour).





## IMPORTANT PHONE NUMBERS

- **Relatives of the person being assisted**

(ask them for these numbers)

1) .....

2) .....

3) .....

4) .....

5) .....

6) .....

- **Physician of the person being assisted** (ask the relatives)

You can contact the physician Monday to Friday, 8 AM to 8 PM, and on Saturdays and days before holidays from 8 AM to 10 AM.

Dr. ....

Office:.....

Telephone no.: .....

Mobile phone: .....

- **Guardia Medica** [First-aid Service]

(ask the physician or relatives)

This service substitutes for the family physician and can thus be contacted Monday to Friday from 8 PM to 8 AM, after 10 AM on Saturdays to 8 AM on Mondays, and on days before holidays during the same hours listed for Saturdays.

Telephone no.: .....



- **Telephone centre for the Town Hall where the person resides** (check the telephone book under “Comune”/“Municipio” or ask the relatives)

Telephone no.: .....

- **Social Worker**

Telephone no.: .....

- **Servizio Assistenza Anziani** [Elderly Assistance Service]

Telephone no.: .....

- **RAA (Responsabile Attività Assistenziali)** [Manager of Assistance Activities] (reference person appointed by the SAA or tutor in training course for consultation on assistance problems)

Telephone no.: .....

Mobile phone: .....

If the elderly person is under the supervision of the:

- Servizio assistenza infermieristica domiciliare [Home Nursing Assistance Service] (SADI) ask the family physician or the relatives.

Telephone no.: .....

**This form can be detached along the dashed line**





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