
SUR.lu Establishment Project

This establishment project describes the general characteristics of SUR.lu's individual care plan, including the target population, care modalities, well-treatment policy and continuity of care.

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Introduction

SUR.LU is committed to providing comprehensive and compassionate care to all its users. This establishment project describes the general characteristics of the individual care plan.

1. Target Population

Our objective is to serve:

- Elderly persons
- Individuals suffering from dementia
- End-of-life users
- Anyone requiring support to maintain their independence at home
- Anyone requiring home nursing care

2. User Care Modalities

As part of our commitment to providing personalised and adapted care, we take into account the various insurance coverages of our users throughout Luxembourg. This includes persons cared for under **dependency insurance**, according to the plan established by the ALIS evaluation unit, as well as **nursing care** — by medical prescription — or **palliative care** covered by health insurance.

Furthermore, we work closely with private or foreign health insurances to ensure that our users receive all necessary care in accordance with their coverage.

3. Specialised Care Concepts

- **For users with dementia:** Adapted therapeutic approaches to maintain independence and reduce anxiety.

- **For end-of-life users:** Palliative care focused on comfort, emotional support and respect for dignity.
- **For persons with significant disabilities and high dependency:** Implementation of personalised strategies to maximise their quality of life, taking into account their specific needs and promoting their inclusion and participation in daily life.

4. Well-Treatment Policy

Well-treatment is at the heart of our philosophy, promoting a culture of respect, empathy and support throughout all our interventions.

In coordination with supervisory staff, we offer a **well-treatment charter** whose objectives are:

- Identify at-risk situations
- Formalise shared values
- Adopt appropriate principles, methods, attitudes and behaviours
- Contribute to professional ethics
- Place the person at the centre of the care system

5. Communication

We implement effective means for fluid communication, both **internal** (between professionals) and **external** (with users, families and partners).

6. Complaints Management

To ensure user satisfaction and respect for their rights, we implement a progressive complaints management system through our **dedicated IT platform** and also by telephone.

This process aims to offer a clear, accessible and efficient method for the registration and rapid processing of complaints made by users, their relatives or their legal representatives.

Our IT platform facilitates the filing of complaints by offering an intuitive user interface. Users or their representatives can submit their complaints at any time.

Following the analysis of complaints, **corrective actions** are implemented. Our objective is not only to resolve the specific problems raised but also to continuously improve the quality of our services.

7. Promoting User Independence

We employ strategies aimed at encouraging user independence, actively involving them in their care plan.

Professionals such as **physiotherapists** and **occupational therapists** play a key role in this process. They establish personalised objectives for each user, based on their capacity and specific needs. These objectives are designed to improve mobility, functional independence and the ability to carry out daily living activities.

8. Continuity of Care

Continuity and consistency of care are ensured through effective planning and constant communication between all stakeholders. This includes effective exchanges with **doctors**, **laboratories** and other **care networks** that contribute to user care.

This multidisciplinary approach ensures that every aspect of the care plan is executed in a synchronised manner, from medical interventions and laboratory analyses to therapeutic adjustments and regular follow-ups.

9. Infection Prevention and Control Plan

We adopt strict measures to prevent infections, including:

- Adequate use of cleaning products and materials
- Strict compliance with hand hygiene and additional precautions
- Use of personal protective equipment and professional attire
- Prevention of accidents related to blood or biological products
- Use of antiseptic products
- Effective environmental management, including waste, excreta and equipment management
- Specific procedures in the event of infectious disease in a user or staff member
- Infection reporting procedures