

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**PROVIDER FOLLOW-UP REPORT**

**Provider: DDS WESTERN REGION 1**

**Provider Address: 195 INDUSTRIAL AVE , NORTHHAMPTON**

**Name of Person Completing Form: Terry Blanchard**

**Date(s) of Review: 13-MAR-15 to 08-MAY-15**

<b>Follow-up Scope and results :</b>		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	2 Year License	2/3
Employment and Day Supports	2 Year License	2/3

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**Summary of Ratings**

**Administrative Areas Needing Improvement on Standard not met - Identified by DDS**

<b>Indicator #</b>	L65
<b>Indicator</b>	Restraint report submit
<b>Area Need Improvement</b>	The agency needs to ensure that restraint reports are submitted into HCSIS within three days of occurrence. The restraint manager needs to review the restraint within five days of the occurrence of the event.
<b>Process Utilized to correct and review indicator</b>	The homes that utilize restraints have revised their on-call systems and require that any restraint that occurs has to be communicated to the on-call person. This will ensure that the manager or the person covering for a vacationing manager will know that a restraint occurred so that it can be reviewed within the five day period.
<b>Status at follow-up</b>	A total of seven restraints occurred in the reporting period. All seven were submitted in HCSIS within three days of occurrence. Five of the seven were reviewed by the restraint manager within five days of the occurrence. 5/7=71%
<b>Rating</b>	Not Met

**Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS**

<b>Indicator #</b>	L1
<b>Indicator</b>	Abuse/neglect training
<b>Area Need Improvement</b>	For the two individuals reviewed in the survey, there was no evidence that annual abuse/neglect training had occurred. The agency needs to ensure that individuals and guardians are trained in how to report alleged abuse/neglect.
<b>Process Utilized to correct and review indicator</b>	The manager and three Community Connectors met with the CCS Human Rights Coordinator on April 9 to review the expectations of informing individuals and guardians in abuse/neglect reporting. The Community Connectors subsequently met with all individuals and documented training in a progress note in each individual's file. The Community Connectors and Human Rights Coordinator are working together to develop a new approach to inform guardians annually in how to report alleged abuse/neglect.
<b>Status at follow-up</b>	All individuals and guardians have been trained in how to report alleged abuse/neglect.
<b>Rating</b>	Met

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<b>Indicator #</b>	L49
<b>Indicator</b>	Informed of human rights
<b>Area Need Improvement</b>	For the two individuals reviewed in the survey, there was no evidence that annual human rights training had occurred. The agency needs to ensure that individuals and guardians are informed of their human rights.
<b>Process Utilized to correct and review indicator</b>	The Community Connectors have met with the individuals on their caseloads to provide human rights training. This has been documented in a progress note in the individual's file. The Community Connectors and the Human Rights Coordinator are working together to develop a new approach to share human rights information with guardians of individuals supported by the Community Connections program.
<b>Status at follow-up</b>	All individuals and guardians have been informed of their human rights.
<b>Rating</b>	Met

**Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by DDS**

<b>Indicator #</b>	L7
<b>Indicator</b>	Fire Drills
<b>Area Need Improvement</b>	Fire drills need to be conducted as specified in the location safety plan. For one home only one fire drill was conducted during sleep hours. Fire drills also need to accurately reflect the evacuation time for each of the individuals, which cannot exceed 2 1/2 minutes in total, unless there is an approved waiver in place for extended time. The agency needs to ensure that fire drills are conducted annually in accordance with the safety plan, and that the timing of the drills accurately reflects the evacuation time for each individual.
<b>Process Utilized to correct and review indicator</b>	Each program has modified its internal tracking system so that when the Residential Supervisors (RS) are reminded to do a fire drill they will also be reminded if it is an awake or sleep drill. Since the Service Enhancement meeting, there have been 33 awake and 12 sleep drills conducted across the six program clusters. To ensure that the evacuation times are more accurately recorded, a new Fire Drill form has been developed. This form was piloted in several homes across all six program clusters. All Residential Supervisors found the form easy for staff to understand and complete. The revised form and instructions have been given to all programs with an implementation date of May 1, 2015. A copy of the revised fire drill form and instructions have been provided to Quality Enhancement.
<b>Status at follow-up</b>	Every CCS home has completed either an awake or sleep fire drill during the follow-up period. All drill report forms have been properly completed.
<b>Rating</b>	Met

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<b>Indicator #</b>	L15
<b>Indicator</b>	Hot water
<b>Area Need Improvement</b>	In three homes, the hot water temperature was tested at below 110 degrees or greater than 120 degrees. The agency needs to ensure that hot water temperature is at a minimum of 110 degrees and a maximum of 120 degrees, with temperatures for tubs and showers ideally between 110 and 112 degrees.
<b>Process Utilized to correct and review indicator</b>	The water temperatures are checked in every home in CCS at least monthly, with some done two times per month, with others done as often as weekly. Every program has procedures in place to not only test water temps, but also to respond to readings that are not within the acceptable range. This includes re-testing within the hour to also contacting the landlord (for leased properties) or the plumber assigned to support the state owned homes.
<b>Status at follow-up</b>	In the reporting period there have been more than 100 water temp tests conducted. Any home that did not meet the specific requirements utilized the procedures outlined above to address and correct the situation.
<b>Rating</b>	Met