

**DEPARTMENT OF DEVELOPMENTAL SERVICES  
LICENSURE AND CERTIFICATION  
PROVIDER FOLLOW-UP REPORT**

**Provider:** Human Service Options, Inc.

**Provider Address:** 536 Broad Street, Suites, 6, 8, & 10, Weymouth, MA

**Name of Person Completing Form:** Martin Jones

**Date of Review:** April 14, 2015

<b>Follow-up Scope and Results:</b>		
<b>Service Grouping</b>	<b>Licensure Level and Duration</b>	<b># Indicators Std. Met/Std. Rated</b>
Residential and Individual Home Supports	Two-Year License	<u>8</u> of 8

**Summary of Ratings**

**Residential and Individual Home Supports Areas Needing Improvement on Standards Not Met – Identified by DDS:**

<b>Indicator #</b>	L15
<b>Indicator</b>	Hot water.
<b>Area Need Improvement</b>	The agency needs to ensure that water temperatures are within prescribed limits and should not exceed 120 degrees. Water temperature tested at bathroom sinks at two homes exceeded 120 degrees.
<b>Process utilized to correct and review indicator.</b>	'Check Water Temp.' added to Monthly Checklist to ensure safety.
<b>Status at follow-up.</b>	All Checklists turned in, four of four had temperature within prescribed limits.
<b>Rating</b>	MET (4 of 4)

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**Residential and Individual Home Supports Areas Needing Improvement on Standards Not Met - Identified by DDS, cont.**

<b>Indicator #</b>	L36
<b>Indicator</b>	Recommended tests.
<b>Area Need Improvement</b>	The agency needs to ensure that when a practitioner recommends that the person be examined and/or treated by another practitioner that the follow-up appointments are scheduled timely.
<b>Process utilized to correct and review indicator.</b>	Review 'Doctor Visitation Forms' added to Checklist, completed monthly.
<b>Status at follow-up.</b>	All Checklists, in March had identified if additional follow-up as a result of a medical appointment was needed or not needed.
<b>Rating</b>	MET (4 of 4)

<b>Indicator #</b>	L47
<b>Indicator</b>	Self-medication.
<b>Area Need Improvement</b>	The agency needs to ensure that individuals who are self-medicating have a clear assessment documenting their skills in this area. Additionally, an assessment of ability in this area should occur for those who may benefit from the development of a plan to increase independence in this area.
<b>Process utilized to correct and review indicator.</b>	List of required assessments amended to include 'Self-Medication Ability.'
<b>Status at follow-up.</b>	Of fifteen ISP's in March, only one person is able to independently administer their medications. This information was correctly assessed and stated within the ISP.
<b>Rating</b>	MET (1 of 1)

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**Residential and Individual Home Supports Areas Needing Improvement on Standards Not Met - Identified by DDS, cont.**

<b>Indicator #</b>	L55
<b>Indicator</b>	Informed consent.
<b>Area Need Improvement</b>	The agency needs to ensure that consents for photo releases are not signed by individuals and or guardians without including specific information such as scope, duration, and purpose.
<b>Process utilized to correct and review indicator.</b>	The generic 'Consent Form' was destroyed. Specific info description added.
<b>Status at follow-up.</b>	Of fifteen ISP's in March, no 'Consent Packets' included Photo Form.
<b>Rating</b>	MET (15 of 15)

<b>Indicator #</b>	L56
<b>Indicator</b>	Restrictive practices.
<b>Area Need Improvement</b>	The agency needs to ensure that if there are any restrictive interventions in place for one person; provision needs to be made to ensure that others in the same location are not unnecessarily subject to the restrictions. Additionally, the agencies' written rationale for the restriction needs to include provisions to mitigate the restriction for others.
<b>Process utilized to correct and review indicator.</b>	Clinical staff reviews all restrictive programs to ensure process is included.
<b>Status at follow-up.</b>	Of fifteen ISP's in March, two had restrictions, both included process.
<b>Rating</b>	MET (2 of 2)

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**Residential and Individual Home Supports Areas Needing Improvement on Standards Not Met – Identified by DDS, cont.**

<b>Indicator #</b>	L59
<b>Indicator</b>	Behavior Plan review.
<b>Area Need Improvement</b>	The agency needs to ensure that restrictive interventions (door alarms) receive the necessary approvals (guardian and Human Rights Committee).
<b>Process utilized to correct and review indicator.</b>	Agency clinical staff provides RD's with list of restrictions prior to HRC meeting and monthly for inclusion in meeting, and at time of ISP, for consent.
<b>Status at follow-up.</b>	List provided in March prior to meeting, guardians mailed consents prior to ISP.
<b>Rating</b>	MET (17 of 17 restrictions reviewed)

<b>Indicator #</b>	L67
<b>Indicator</b>	Money Management Plan
<b>Area Need Improvement</b>	The agency needs to ensure that Money Management Plans identify individual's skills, supports necessary to increase independence as well as describe how the agency provides safeguards for the expenditure of these funds.
<b>Process utilized to correct and review indicator.</b>	Policy restated that all ISP's included Money Management Assessment.
<b>Status at follow-up.</b>	Of fifteen ISP's in March, all included Money Management Assessments.
<b>Rating</b>	MET (15 of 15)

<b>Indicator #</b>	L69
<b>Indicator</b>	Expenditure tracking.
<b>Area Need Improvement</b>	The agency needs to ensure that the system of documenting and tracking funds accurately reflects and accounts for all individuals' expenditures.
<b>Process utilized to correct and review indicator.</b>	Policy restated to all Managers that any individual with HSO supervision complete both Fund Expenditure and Bank Expenditure forms. Added to RD Checklist.
<b>Status at follow-up.</b>	Four of four Checklists included positive findings for Expenditure Sheets.
<b>Rating</b>	MET (4 of 4)