

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

Provider: Southeastern Residential Services

Provider: 72 Kilburn Street, New Bedford, MA 02740

Name of Person Completing Form: Susan DoCanto

Dates of Review: 6/13/2015 - 6/17/2015

Follow-up Scope and Results:

Service Grouping	Licensure Level and Duration	# Indicators Std. Met/Std. Rated
Residential and Individual Home Supports	Two-Year License	<u>7</u> of 7

Summary of Ratings

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

Indicator #	L15
Indicator	Hot water temperature.
Area Need Improvement	Hot water temperature needs to be maintained at between 110 and 120 degrees.
Process utilized to correct and review indicator.	All homes in the agency will record hot water temperatures at least 1x monthly. Hot water temperatures will be obtained/recorded for all SRS homes located in <u>Taunton</u> , at least twice a day for two weeks. Corrective action will be immediately pursued for any hot water temperatures that are not maintained between 110-120 degrees. Any outstanding issues with hot water temperatures that are identified/not resolved during this time period will result with the agency implementing a strategy to ensure individuals' safety until the issue is resolved. After two weeks, if the home's hot water temperature is within the acceptable range, then they will continue to record hot water temperatures, but on a monthly basis and record findings on the Home and Work Safety Worksheet.

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

Indicator #	L15
Status at follow-up.	The water temperatures for the 13 homes located in Taunton and the remainder of the SRS homes were in compliance with the range between 110 to 120.
Rating	MET

Indicator #	L43
Indicator	Health Care Records.
Area Need Improvement	All information in the Health Care Record needs to be accurate, e.g., regarding diets, hospitalizations, and diagnoses.
Process utilized to correct and review indicator.	Any interim changes to the Health Care Record will be noted by the RS/LPN in red. The oversight RN will review the HCR at least quarterly to ensure that it is current and accurate. Any additional changes noted during the quarterly review will be completed immediately by the oversight RN in red.
Status at follow-up.	The oversight RNs reviewed 14 Health Care Records dated between 6/1/15 and 6/15 and all were Reviewed and updated for accuracy.
Rating	MET

Indicator #	L55
Indicator	Informed consent.
Area Need Improvement	The consent for the agency to release medical information needs to detail the specific nature of the information to be released and the purpose for its use.
Process utilized to correct and review indicator.	The informed consent form/authorization form was revised to specify the nature of information to be released and purpose of its use.
Status at follow-up.	New informed consent for the release of information was sent out for two individuals. New consent forms will be sent based on the ISP cycle.
Rating	MET

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

Indicator #	L67
Indicator	Money Management Plans
Area Need Improvement	Money Management Plans need to be accurate in regard to people's abilities to manage their money, and contain teaching plans to maintain or build upon people's money management skills, as identified in the agency's assessments. Written agreement to the plan should be sought from the person and/or guardian.
Process utilized to correct and review indicator.	The agency's Money Management Plan (MMP) was revised to include a range of cost to the monthly cable bill as well as other identified costs. Written approval of the MMP from the guardian will be obtained either at the time of the ISP or as revisions to the plan are updated. The MMP will be tracked by the PD to ensure that teaching strategies are implemented as identified The Consumer Funds Dept. will also track the Money Management Plan. All individual money management plans will be reviewed for appropriateness based on the ISP cycle.
Status at follow-up.	The revised money management plan was sent out for eight individuals. No ISP objectives were set for these people. Guardian did sign the plans and the Program Directors are tracking the Money Management Plan.
Rating	MET

Indicator #	L86
Indicator	Required assessments.
Area Need Improvement	Required ISP Assessments need to be submitted at least 15 days prior to ISP meetings.
Process utilized to correct and review indicator.	ISP assessments are sent to the Service Coordinator (SC) via HCSIS. Each PD will be responsible to track the dates the ISP assessments are sent to the SC. This tracking system will include the dates the assessments are submitted.
Status at follow-up.	Three out of four individuals ISP assessments were submitted at least 15 days prior to their ISP meeting. One was not. The House Manager had time off issues.
Rating	MET

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

Indicator #	L87
Indicator	Support Strategies.
Area Need Improvement	ISP Support Strategies need to be submitted at least 15 days prior to ISP meetings.
Process utilized to correct and review indicator.	Each PD will utilize a tracking system to monitor the submission of Support Strategies to the SC to ensure that these documents are submitted at least 15 days in advance of the ISP. The Program directors will check the ISP financial assessment to determine need for improving money management skills.
Status at follow-up.	Three out of four individuals ISP strategies were submitted at least 15 days prior to their ISP meeting. One was not. The House Manager had time off issues.
Rating	MET

Indicator #	L88
Indicator	Strategies implemented.
Area Need Improvement	Evidence needs to be in place that ISP goals have been implemented, or appropriate ISP modifications need to be made.
Process utilized to correct and review indicator.	The Program Director will monitor the monthly/quarterly data to determine if objectives need to be modified.
Status at follow-up.	The data for four individuals noted that all strategies were implemented.
Rating	MET