|  |  |  |
| --- | --- | --- |
|  |  |  |
|  | |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | |  | | --- | | **Provider:** | | |  | | --- | | Cooperative Production Inc | |  | |  | | --- | | **Provider Address:** | | |  | | --- | | PO Box 506 , North Dighton | |  | |  |  |  |  |  |  |  | |  | |  | | --- | | **Name of Person Completing Form:** | | |  | | --- | |  | |  | |  | | --- | | **Date(s) of Review:** | | |  | | --- | | 24-JAN-22 to 27-JAN-22 | |  | |  |
|  |  |  |
| |  |  |  | | --- | --- | --- | | **Follow-up Scope and results :** |  |  | | Service Grouping | Licensure level and duration | # Indicators std. met/ std. rated | | Employment and Day Supports | 2 Year License | 4/4 | |  |  |  | | |  |

|  |  |  |
| --- | --- | --- |
| |  | | --- | | **Summary of Ratings** | |  |
|  |  |
| |  |  | | --- | --- | |  |  | | |  |  | | --- | --- | | **Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS** | | | **Indicator #** | L14 | | **Indicator** | Site in good repair | | **Area Need Improvement** | The agency needs to enhance the current system in place to ensure that all areas are clean and in good repair. | | **Process Utilized to correct and review indicator** | CO-OP utilizes the Limble on-line reporting system as a monthly tracking for repairs and to generate real time repair requests. There is also a QR Code for each location. The Limble system allows the program manager to complete a detailed list of work that needs to be done and attach photos if needed. The system allows the Facility Manager to prioritize these repair orders. When the work is completed, a message is sent to the appropriate day manager. The countertops in the bathrooms required a complete replacement as well as strengthening the wall mounts. There was a delay from request time to completion due to supply and manufacturing issues. The backsplash remained unfinished due to back order of material.  The backsplash has been replaced. | | **Status at follow-up** | Repairs were made. This is corrected. | | **Rating** | Met | |  | | | **Indicator #** | L15 | | **Indicator** | Hot water | | **Area Need Improvement** | The agency needs develop a system to ensure that water temperatures fall within regulation. | | **Process Utilized to correct and review indicator** | The Health-related supports and Protective Equipment document will be reviewed and signed by staff annually at the time of the ISP or if any changes in status occurs during the year. Additionally, the document will be reviewed with all new employees. Staff will check the equipment daily. Equipment checks will be documented, and any safety issues reported to the program manager. Equipment issues will be addressed immediately if safety is compromised. Residence will be notified when repairs are warranted. Individual will not return to the day program until safety concerns have been addressed and/or repaired. All Health-related support documents were reviewed to ensure safety checks were in place. | | **Status at follow-up** | All documents now include safety checks documentation requirements. | | **Rating** | Met | |  | | | **Indicator #** | L29 | | **Indicator** | Rubbish/combustibles | | **Area Need Improvement** | The agency needs to enhance the current system to ensure that the area where heating equipment is located is clear of rubbish or other combustible materials. | | **Process Utilized to correct and review indicator** | The room that houses the electric hot water heater was also used to store cleaning supplies and the supplies used by a private cleaning company. The cleaning supplies and the cleaning company supplies have been moved to another room that also has water access. This room is locked. The room housing the hot water heater has been cleared, with only a sink for cleaning bottle refills. This room is locked and will not be used for storage. | | **Status at follow-up** | The room is locked and will not be used for storage. | | **Rating** | Met | |  | | | **Indicator #** | L61 | | **Indicator** | Health protection in ISP | | **Area Need Improvement** | One of three individuals did not have safety checks in place for health-related supports. The agency needs to enhance their current system to ensure that supports and health related protections are checked for safety and cleanliness. | | **Process Utilized to correct and review indicator** | Water temperatures are checked monthly by program management and are inputted into the monthly Site Inspection on Limble, our property management online database system. If the water temperature exceeds 120 degrees, the manager is required to inform the Property Manager directly via text and email. To work towards a goal of more immediate resolution of water temperatures outside the allowed range, we are making changes within our current system. We are working with Limble tech support team to create an automatic maintenance request whenever the water temperature exceeds 120 degrees, so the system can immediately notify our property management team and be addressed. | | **Status at follow-up** | After being adjusted temperature has remained within required range as indicated through monthly reporting. | | **Rating** | Met | |  | | |  | | |