

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

Provider: Crystal Springs, Inc. _____

Provider Address: 38 Narrows Rd POB 372 , Assonet _____

Name of Person Nina Lima
Completing Form: _____

Date(s) of Review: 17-JUL-23 to 18-JUL-23 _____

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	Defer Licensure	4/4

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

Indicator #	L23
Indicator	Egress door locks
Area Need Improvement	One bedroom has two bedroom doors with locks, where the bedroom leads to an egress. The agency needs to ensure all bedrooms with egress doors do not have locks on the doors.

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Process Utilized to correct and review indicator	Crystal Springs, Inc. will ensure that all bedrooms with egress doors do not have locks on the egress door. Crystal Springs has removed the lock on the egress door at 56 Narrows Road.
Status at follow-up	Completed
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At two of the locations, incidents were not created and/or finalized within the required timelines. The agency needs to ensure incidents are created and finalized within the required timelines.
Process Utilized to correct and review indicator	Crystal Springs will ensure that all incidents are created and/or finalized within the requirement timelines. All Staff will be retrained on the Incident Management Policy by August 31, 2023.
Status at follow-up	Ongoing
Rating	Met

Indicator #	L94 (05/22)
Indicator	Assistive technology
Area Need Improvement	Three of the six individuals did not explore and/or use assistive technology to increase their independence. The agency needs to ensure all individuals explore and/ or use assistive technology to increase their independence.

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Process Utilized to correct and review indicator	Crystal Springs, Inc. will ensure that all individuals have an Assistive Technology Assessment completed on an annual basis. Based on their needs they will be assisted with purchasing the technology to increase their independence. All Program Directors will be re-trained on the Assistive Technology Assessment form, and how to implement it by August 31, 2023.
Status at follow-up	Ongoing
Rating	Met

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

Indicator #	L48
Indicator	HRC
Area Need Improvement	The human rights committee lacked legal representation for the majority of their human rights committee meetings. The agency needs to ensure legal representation is present for human rights meetings.
Process Utilized to correct and review indicator	Crystal Springs, Inc. has ensured that the Human Rights Committee has a legal representative and all other parties present for the Human Rights Committee Meetings. The legal representative started their role in the committee on May 4, 2023.
Status at follow-up	Completed
Rating	Met