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| Provider | ENABLE INC |  | Provider Address | 605 Neponset Street, Canton |
| Survey Team |  Mazzella,Barbara;  |  | Date(s) of Review | 05-APR-19 to 08-APR-19 |

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| **Mid-Cycle Scope and results :**  |
| Service Grouping | Licensure level and duration |  # Indicators std. met/ std. rated at Mid-Cycle | Sanction status prior to Mid-Cycle | Combined Results post- Mid-Cycle;  | Sanction status post Mid-Cycle |
| Residential and Individual Home Supports | Defer Licensure | 3/4 | x | Eligible for new business | 2 Year License with Mid-Cycle Review81/82 (98.78% ) | x | Eligible for New Business(80% or more std. met; no critical std. not met) |
| 3 Locations 3 Audits  |  |  | o | Ineligible for new business.  |  | o | Ineligible for New Business(<=80% std met and/or more critical std. not met) |

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| **Summary of Ratings** |

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| **Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by Provider** |
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| **Indicator #** | L5 |
| **Indicator** | Safety Plan |
| **Issue Identified** | Two consumers had Safety Plans in place that were dated December 2015. These should have been renewed in December 2017. |
| **Actions Planned/Occurred** | In January 2018 these were updated and sent to the area office for approval where they remain. |
| **Status at mid-cycle** | Safety plans were reviewed for three individuals. In all locations safety plans were in place and approved by the DDS Area offices.  |
| **Rating** | Met |

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| **Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by DDS** |
| **Indicator #** | L46 |
| **Indicator** | Med. Administration |
| **Area Need Improvement** | At both locations where medications were administered by staff, there were issues identified. The scope of issues identified included a significant amount of missing sign offs and documentation inconsistencies to verify that medications were given as prescribed, and the lack of a physicians order for one medication that was present in one man's home in two different strengths/forms. The agency needs to ensure that all prescription medications are administered according to the written order of a practitioner and are properly documented on a Medication Treatment Chart |
| **Status at mid-cycle** |  Medications were administered by staff at two locations. A review of systems identified that all required components were in place including current physician's orders, corresponding medication administration records and labeled medications. Documentation was in place that verified that medications were administered as prescribed.  |
| **#met /# rated at mid-cycle** |  2/2 |
| **Rating** | MET |
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| **Indicator #** | L52 |
| **Indicator** | Phone calls |
| **Area Need Improvement** | All three of the individuals who participated would benefit from greater assistance to more independently and privately communicate with others. An assessment to identify alternative technologies or devices that can facilitate greater independence would be of benefit. This could include voice activated phones or smart hubs, eye gazing software and/or video conferencing software/applications.  |
| **Status at mid-cycle** |  All three of the individuals reviewed would benefit from greater assistance to more independently and privately communicate with others. Although the agency completed assistive technology assessments, strategies and/or technology has not been acquired which would facilitate greater independence. This could include, eye gazing software, pre-programmed adaptive phones and/or video conferencing software applications.  |
| **#met /# rated at mid-cycle** |  0/3 |
| **Rating** | NOT MET |
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| **Indicator #** | L85 |
| **Indicator** | Supervision  |
| **Area Need Improvement** | Numerous staff serve in the roles of both I H S staff and PCA staff, working in concert to support individuals. This makes supervision and oversight, where multiple people and various expectations exist more complicated. Not all staff were knowledgeable about and consistently implementing Medication Administration Procedures (MAP). The agency needs to strengthen existing systems to ensure that all staff are knowledgeable and effectively implement practices regarding medication administration and health care protocols. |
| **Status at mid-cycle** |  The program director is now directly responsible for supervision and oversight of all staff in the adult program. Systems have been put in place to ensure that all required practices in such areas as medication administration are being implemented. For example, a tracking system is in place for staff to record when medications are running low to prevent any instances of individuals not receiving medications due to a re-ordering concern and a tickler system is in place which identifies two months in advance when safety plans are due for renewals.  |
| **#met /# rated at mid-cycle** |  3/3 |
| **Rating** | MET |
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| **Mid-Cycle Detail Report** |

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| ***For provider and area office use only. This page elaborates on all of the indicators reviewed at follow-up where the standard was not met.*** |

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| **Residential and Individual Home Supports** |
| **Indicator** | **Service Type** | **Location** | **Individual** | **Issue** |
|  | L52 | Individual Home Supports | 10 Brayton Circle  |  CH | Although this individual had a portable house phone and cell phone, his mobility impairments required him to receive extensive assistance from staff to use his house or cell phone. He could benefit from additional technologies that would promote his independence in this arena. For example he may benefit from a phone that would have his family's numbers pre-programmed into a device and a mounting device for his wheelchair could be purchased which would allow easy access to his phone. |
|  | L52 | Individual Home Supports | 180 Ethyl Way Apt. #109 |  SG | Although this individual is not able to communicate verbally, she is able to communicate using her eyes and facial expressions. She recently acquired a portable tablet to assist with communication, however this device has not been used to enhance her communication. The agency needs to assist her to explore technology which could allow her to communicate such as using eye gaze software or the use of a flexible arm attached to her bed so that she can easily access this device.  |
|  | L52 | Individual Home Supports | 517 Hilltop Drive  |  SK | While staff assist SK to talk to his mother, he could benefit from additional technology that would allow him more independence and privacy in using the phone. Additionally, the agency indicated that he is potentially eligible for services from Mass Commission for the Blind (MCB). The agency needs to follow up regarding any resources in this area from MCB which could enhance his independence.  |

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