

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Provider	Incompass Human Services, Inc	Provider Address	4 Omni Way , Chelmsford
Survey Team	Caccioppoli, Meagan; Carey, Anne; Conley-Sevier, Jennifer; Dolan, Cheryl; Downing, John; Rodriguez, Raquel;	Date(s) of Review	07-NOV-22 to 10-NOV-22

Follow-up Scope and results :						
Service Grouping	Licensure level and duration	# Critical Indicators std. met/ std. rated at follow-up	# Indicators std. met/ std. rated at follow-up	Sanction status prior to Follow-up	Combined Results post-Follow-up; for Deferred, License level	Sanction status post Follow-up
Residential and Individual Home Supports 9 Locations 15 Audits			10/14	<input type="checkbox"/> Eligible for new business (Two Year License) <input checked="" type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met) <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)
Employment and Day Supports 2 Locations 16 Audits	2 Year License with Mid-Cycle Review		15/15	<input type="checkbox"/> Eligible for new business (Two Year License) <input checked="" type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License with Mid-Cycle Review	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met) <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)

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Summary of Ratings

Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	For one individual, an emergency fact sheet was not developed. For the remaining two of the thirteen, the emergency facts sheets lacked information containing descriptive information necessary to use when finding an individual.
Status at follow-up	Fifteen of sixteen individuals had current and accurate Emergency Fact Sheets that included all required components.
#met /# rated at followup	15/16
Rating	Met

Indicator #	L9 (07/21)
Indicator	Safe use of equipment
Area Need Improvement	Eight of the thirteen individuals were not assessed to determine if they could safely use equipment they would commonly interact with during their day services. The agency needs to ensure that individuals are assessed and able to use equipment and machinery safely.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

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Indicator #	L21
Indicator	Safe electrical equipment
Area Need Improvement	The CBDS location had multiple overloaded power strips. The agency needs to ensure that wall receptacles and power strips are not overloaded, thus there must be no more than one appliance cord plugged into an outlet.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L25
Indicator	Dangerous substances
Area Need Improvement	The CBDS location had cleaning supplies and other non-edible, toxic items stored with food items. The agency needs to ensure that no dangerous substances are stored near food.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L29
Indicator	Rubbish/combustibles
Area Need Improvement	The CBDS location had combustible materials within three feet of the heating system. The agency needs to ensure that no combustible materials are present near the heating system.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L44
Indicator	MAP registration

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Area Need Improvement	One of two locations was not registered with DPH. The agency needs to ensure that sites where medications are administered are registered with DPH.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L45
Indicator	Medication storage
Area Need Improvement	Medications at one of two locations are not stored properly in a locked container. The agency needs to ensure that medication are stored in an area that is locked with a key. (Corrected)
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L54 (07/21)
Indicator	Privacy
Area Need Improvement	Seven of fourteen individuals were not afforded an area in which to engage in private discussions. The agency needs to ensure that individuals are afforded their right to privacy.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L55
Indicator	Informed consent
Area Need Improvement	For three of six individuals who had photographic images published, proper consent was not obtained. The agency needs to ensure that consents are obtained from competent individuals and guardians.
Status at follow-up	

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#met /# rated at followup	
Rating	Not Rated

Indicator #	L56
Indicator	Restrictive practices
Area Need Improvement	One individual requires that scissors be locked for safety reasons. There is no written rationale for this practice. The agency needs to ensure that there is a written rationale for all restrictive practices.
Status at follow-up	The agency reevaluated its continued need for restrictive practices and has removed all previous restrictive practices that were in place.
#met /# rated at followup	6/6
Rating	Met

Indicator #	L67
Indicator	Money mgmt. plan
Area Need Improvement	One individual has funds managed and secured by the agency. There was no money management plan in place. The agency needs to ensure that there is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L68
Indicator	Funds expenditure
Area Need Improvement	For one individual there was no system in place to determine if funds were being used to directly benefit them. The agency needs to ensure that individual's funds are made only for purposes that directly benefit the individual.
Status at follow-up	
#met /# rated at followup	

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Rating	Not Rated
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Indicator #	L69
Indicator	Expenditure tracking
Area Need Improvement	There was no method to track expenditures for one individual. The agency needs to ensure that individual expenditures are documented and tracked.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L78
Indicator	Restrictive Int. Training
Area Need Improvement	Staff have not received training regarding the restrictive practice of locking scissors for one individual. The agency needs to ensure that staff are trained to safely and consistently implement restrictive interventions.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L85
Indicator	Supervision
Area Need Improvement	At one of two locations, there was an overall lack of oversight in several areas. An increase in oversight of medical, environmental, financial management, behavioral and restrictive practices are needed to ensure all needs are met. There needs to be a continuous quality management system to ensure that issues are identified and corrected in a timely manner.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

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Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For six individuals, support strategies were either missing or submitted outside of the required timelines. Required support strategies need to be completed within required timelines in preparation for the ISP.
Status at follow-up	For eight of ten individuals, support strategies were submitted within the required timelines in preparation for the upcoming ISP
#met /# rated at followup	8/10
Rating	Met

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	For seven of fourteen individuals, the agency had not collected data towards the achievement of support strategies. Three individuals did not have support strategies. The agency needs to ensure that accomplishments and progress towards meeting ISP support strategies is tracked and measured.
Status at follow-up	For ten of ten individuals, ISP support strategies are being implemented, and progress on goals is being tracked.
#met /# rated at followup	10/10
Rating	Met

Indicator #	L94 (05/22)
Indicator	Assistive technology
Area Need Improvement	Eleven individuals were not supported to use assistive technology to increase their independence when there is an identified need. The agency needs to ensure that individuals have assistive technology to maximize independence.
Status at follow-up	Fifteen of sixteen individuals had been assessed to determine if any assistive technology would be of benefit and support the individual to achieve greater independence.
#met /# rated at followup	15/16
Rating	Met

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