



**PROVIDER REPORT
FOR**

**LEANDER HOUSE
40 West Avenue
Great Barrington, MA 01230**

May 22, 2023

Version

Public Provider Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider	LEANDER HOUSE
Review Dates	4/20/2023 - 4/26/2023
Service Enhancement Meeting Date	5/8/2023
Survey Team	Melanie McNamara Eric Lunden (TL)
Citizen Volunteers	

Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	2 location(s) 4 audit (s)	Full Review	68/68 2 Year License 05/08/2023 - 05/08/2025		47 / 47 Certified 05/08/2023 - 05/08/2025
Placement Services	1 location(s) 2 audit (s)			Full Review	20 / 20
Individual Home Supports	1 location(s) 2 audit (s)			Full Review	21 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Leander House, founded in 1996, is a nonprofit organization, located in Great Barrington, MA, which provides placement and individual home supports in the Berkshire County area of western Massachusetts. The agency serves adults with ID/DD from the states of Massachusetts and New Jersey. The current survey was a full licensing and certification review for placement and individual home supports services.

The scope of this survey was a full licensure and certification review. This licensing review was a hybrid model of surveying, where most tasks were conducted in-person while some were conducted using remote technology. For this survey, interviews with key administrative and supervisory staff occurred virtually through Microsoft (MS) Teams. Observations, interviews with individuals and staff, review of environmental safety, and review of relevant documentation occurred on-site.

Leander house demonstrated effective support systems in several licensing domains. This included areas related to personal and environmental safety, competent workforce, and healthcare supports. Leander House owns and is responsible for the maintenance of the locations where individuals receiving placement services or individual home supports reside. The agency conducts monthly site visits that includes review of home maintenance at both locations. Site visits conducted during the survey found that homes were well maintained, inspections were current, and smoke and carbon monoxide detections systems were operational. Emergency Evacuation Safety Plans, approved by DDS, were in place for both locations. Additionally, it was found that support staff, including the placement service care provider, followed agency policy and procedures for universal precautions and transmission prevention related to transmittable viruses.

Maintaining a competent work force was an area of strength across both settings. The agency ensured that support staff and care provider were current in mandated trainings. and Leander House had an effective system to track the status of training. The agency provided staff with additional training and information when needed to address individuals' unique support needs and preferences through use of individual profiles and trainings.

The provision of effective and timely health care supports was an additional area of strength for the organization. Healthcare supports were well-managed through ongoing assessment and consistent training of support staff and the care provider. Supporters were found knowledgeable of individuals' medical history and current health care needs. Documentation of healthcare visits showed that individuals received routine, preventative, and specialty medical care when needed. The team also noted that Leander House promoted the benefits of regular physical exercise and healthy eating. Individuals were supported to make healthy eating choices, participate in meal planning, and they were knowledgeable of healthy eating habits.

Leander House provided effective supports in several domains subject to certification. This included areas related to individuals' choice and control of day-to-day routines well as their relationships with friends and family. Survey results found individuals were consistently supported to have choice and control over decisions made on a daily basis. They had input into daily house routines, including meal planning. Individuals were supported to personalize and decorate their bedroom as well as common areas of the home to their tastes and preferences. Leander House communicated regularly with all individuals about satisfaction with their home and community life. Additionally, individuals in both placement and individual home support services were supported to explore and express their needs for intimacy and companionship.

In the area of access and integration, individuals were supported to engage in community activities of their choice and decided how to spend their free time. The agency included review of individuals' personal and community-based routines during monthly visits to the placement service location. It should also be noted that Leander House successfully addressed areas needing improvement identified in previous surveys. Specifically, the agency strengthened supports to individuals to engage

in community activities based on their interests and preferences.

In addition, individuals were supported to maintain contact with friends and family with in-person get togethers, telephone calls or with the use of assistive technology. Efforts were made to assist individuals to develop relationships with their neighbors or connections with the greater community by attending local events sponsored by their town or local organizations. Transportation was available to fully access the community through use of Leander House vehicles and through the use of public transportation.

As a result of the current licensing and certification review, Leander House will receive a Two-Year License for Residential and Individual Home Supports, with a service group score of 100% licensure indicators met. This service group is Certified with an overall score of 100% certification indicators met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/5	0/5	
Residential and Individual Home Supports	63/63	0/63	
Individual Home Supports Placement Services			
Critical Indicators	6/6	0/6	
Total	68/68	0/68	100%
2 Year License			
# indicators for 60 Day Follow-up		0	

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	41/41	0/41	
Individual Home Supports	21/21	0/21	
Placement Services	20/20	0/20	
Total	47/47	0/47	100%
Certified			

MASTER SCORE SHEET LICENSURE

Organizational: LEANDER HOUSE

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
℞ L2	Abuse/neglect reporting	2/2	Met
L48	HRC	1/1	Met
L74	Screen employees	2/2	Met
L76	Track trainings	3/3	Met
L83	HR training	3/3	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I		2/2	2/2				4/4	Met
L5	Safety Plan	L		1/1	1/1				2/2	Met
℞ L6	Evacuation	L		1/1	1/1				2/2	Met
L8	Emergency Fact Sheets	I		2/2	2/2				4/4	Met
L9 (07/21)	Safe use of equipment	I		2/2					2/2	Met
℞ L11	Required inspections	L		1/1	1/1				2/2	Met
℞ L12	Smoke detectors	L		1/1	1/1				2/2	Met
℞ L13	Clean location	L		1/1	1/1				2/2	Met
L14	Site in good repair	L		1/1	1/1				2/2	Met
L15	Hot water	L		1/1	1/1				2/2	Met
L16	Accessibility	L		1/1	1/1				2/2	Met
L17	Egress at grade	L		1/1	1/1				2/2	Met
L18	Above grade egress	L		1/1	1/1				2/2	Met
L19	Bedroom location	L		1/1	1/1				2/2	Met
L20	Exit doors	L		1/1					1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L21	Safe electrical equipment	L		1/1	1/1				2/2	Met
L22	Well-maintained appliances	L		1/1	1/1				2/2	Met
L23	Egress door locks	L		1/1					1/1	Met
L24	Locked door access	L		1/1	1/1				2/2	Met
L25	Dangerous substances	L		1/1					1/1	Met
L26	Walkway safety	L		1/1	1/1				2/2	Met
L28	Flammables	L		1/1					1/1	Met
L29	Rubbish/combustibles	L		1/1	1/1				2/2	Met
L30	Protective railings	L		1/1	1/1				2/2	Met
L31	Communication method	I		2/2	2/2				4/4	Met
L32	Verbal & written	I		2/2	2/2				4/4	Met
L33	Physical exam	I		2/2	2/2				4/4	Met
L34	Dental exam	I		2/2	2/2				4/4	Met
L35	Preventive screenings	I		2/2	2/2				4/4	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L36	Recommended tests	I		2/2	2/2				4/4	Met
L37	Prompt treatment	I		2/2	2/2				4/4	Met
L40	Nutritional food	L		1/1					1/1	Met
L41	Healthy diet	L		1/1	1/1				2/2	Met
L42	Physical activity	L		1/1	1/1				2/2	Met
L43	Health Care Record	I		2/2	2/2				4/4	Met
L46	Med. Administration	I			2/2				2/2	Met
L47	Self medication	I		2/2					2/2	Met
L49	Informed of human rights	I		2/2	2/2				4/4	Met
L50 (07/21)	Respectful Comm.	I		2/2	2/2				4/4	Met
L51	Possessions	I		2/2	2/2				4/4	Met
L52	Phone calls	I		2/2	2/2				4/4	Met
L53	Visitation	I		2/2	2/2				4/4	Met
L54 (07/21)	Privacy	I		2/2	2/2				4/4	Met
L55	Informed consent	I		2/2	1/1				3/3	Met
L63	Med. treatment plan form	I			1/1				1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L64	Med. treatment plan rev.	I			1/1				1/1	Met
L67	Money mgmt. plan	I		1/1	2/2				3/3	Met
L68	Funds expenditure	I			2/2				2/2	Met
L69	Expenditure tracking	I			2/2				2/2	Met
L70	Charges for care calc.	I			2/2				2/2	Met
L71	Charges for care appeal	I			2/2				2/2	Met
L77	Unique needs training	I		2/2	2/2				4/4	Met
L80	Symptoms of illness	L		1/1	1/1				2/2	Met
L81	Medical emergency	L		1/1	1/1				2/2	Met
L85	Supervision	L		1/1	1/1				2/2	Met
L86	Required assessments	I		1/1	2/2				3/3	Met
L87	Support strategies	I		1/1	2/2				3/3	Met
L88	Strategies implemented	I		2/2	2/2				4/4	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L90	Personal space/bedroom privacy	I		2/2	2/2				4/4	Met
L91	Incident management	L		1/1	1/1				2/2	Met
L93 (05/22)	Emergency back-up plans	I		2/2	2/2				4/4	Met
L94 (05/22)	Assistive technology	I		2/2	2/2				4/4	Met
L96 (05/22)	Staff training in devices and applications	I		2/2					2/2	Met
#Std. Met/#									63/63	
63										
Indicator										
Total Score									68/68	
									100%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met

C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C21	Coordinate outreach	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met