

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Provider	NEW ENGLAND VILLAGE	Provider Address	664 School St , Pembroke
Survey Team	Condon, Kayla; Gregory, Katherine;	Date(s) of Review	07-NOV-22 to 09-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 4 Locations 7 Audits	2 Year License		9/18	<input checked="" type="checkbox"/> Eligible for new business (Two Year License) <input 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)

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Summary of Ratings

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

Indicator #	L5
Indicator	Safety Plan
Area Need Improvement	At two of the six locations, there were instances where staff worked alone and were not trained regarding the safety plan and evacuation procedures. The agency needs to ensure that staff are trained and knowledgeable regarding the safety plan.
Status at follow-up	At two locations there was an approved safety plan and staff were trained. At two locations staff had not received training regarding the plan. The agency needs to ensure that staff receive training on how to implement the safety plan.
#met /# rated at followup	2/4
Rating	Not Met

Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	Emergency fact sheets (EFS) did not contain all pertinent diagnoses for three of the nine individuals. The agency needs to ensure that EFSs are current and accurate.
Status at follow-up	For three individuals the EFS had all of the required components. The agency revamped their EFS sheet to ensure that all required sections are completed.
#met /# rated at followup	3/3
Rating	Met

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Indicator #	L35
Indicator	Preventive screenings
Area Need Improvement	Two of eight individuals were not supported to receive routine/preventative screenings such as a colonoscopy an bone density scan. The agency needs to ensure that individuals receive routine preventive screenings.
Status at follow-up	The one individual reviewed had completed all preventative screenings. The agency has implemented a new tracking system to ensure these screenings occur.
#met /# rated at followup	1/1
Rating	Met

Indicator #	L36
Indicator	Recommended tests
Area Need Improvement	Recommended tests and appointments with specialists were not kept for four of nine individuals. This included dental services, follow-up related to diabetes maintenance, and follow-up with an ophthalmologist. The agency needs to ensure that recommended tests and appointments with specialists occur.
Status at follow-up	Two individuals had completed all recommended follow-up with specialist. Two individuals had not attended nor scheduled a requested follow-up with a specialist. They agency needs to ensure that all recommended follow-up occurs.
#met /# rated at followup	2/4
Rating	Not Met

Indicator #	L43
Indicator	Health Care Record
Area Need Improvement	For four of nine individuals the health care record (HCR) was not up to date. The agency needs to ensure that healthcare records are up to date and include the most recent information regarding specialist, exam/immunization dates, and diagnoses.
Status at follow-up	The HCR was accurate and complete for two individuals. For one individual the HCR had not been completed. Each individual needs to have a HCR completed.
#met /# rated at followup	1/3

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Rating	Not Met
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Indicator #	L47
Indicator	Self medication
Area Need Improvement	Two of four individuals were not fully supported to self-medicate as there was no support plan detailing needed supports, oversight required, and the plan to follow if the individual becomes unable to safely self-administer. The agency needs to ensure individuals are fully supported when self-medicating.
Status at follow-up	One individual was supported to self-medicate and had a support plan in place.
#met /# rated at followup	1/1
Rating	Met

Indicator #	L67
Indicator	Money mgmt. plan
Area Need Improvement	Three individuals' money management plans were incomplete or lacked required components. One plan lacked a training component, another did not address supports for managing the individual's earned income, and two did not have guardian approval. The agency needs to ensure that a shared or delegated money management plan is in place, including a training plan when indicated, and that agreement is present as required.
Status at follow-up	One individual has a money management plan in place. Two individuals did not have a money management plan in place that outlined the agency's shared responsibility regarding management of funds. Money management plans need to be in place when there is a shared or delegated responsibility of funds.
#met /# rated at followup	1/3
Rating	Not Met

Indicator #	L69
Indicator	Expenditure tracking

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Area Need Improvement	For one individual multiple gift cards were not being tracked. For another individual their total assets exceeded the allowable limits and protected savings accounts had not been explored. The agency needs to ensure that all funds are tracked and individuals do not exceed maximum assets to ensure all benefits are maintained.
Status at follow-up	For three individuals receipts were present for purchases, funds were tracked, and bank accounts remained within the allowable limits.
#met /# rated at followup	3/3
Rating	Met

Indicator #	L77
Indicator	Unique needs training
Area Need Improvement	For two of seven individuals, staff had not received training regarding the individuals unique support needs. The agency needs to ensure that staff are familiar with and trained to support the unique needs of individuals.
Status at follow-up	For two individuals, staff have been trained on their unique needs. For one individual, staff had not received training regarding their diagnoses. All staff need to be trained in the individuals' unique needs.
#met /# rated at followup	2/3
Rating	Not Met

Indicator #	L78
Indicator	Restrictive Int. Training
Area Need Improvement	At one location staff were not trained and/or knowledgeable regarding restrictive interventions that need to be implemented. The agency needs to ensure staff are trained to safely and consistently implement restrictive interventions.
Status at follow-up	At two locations staff were properly trained in the proper implementation of restrictive practices.
#met /# rated at followup	2/2
Rating	Met

Indicator #	L84
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DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Indicator	Health protect. Training
Area Need Improvement	At one location staff were not trained and/or knowledgeable regarding an individuals' health related supports and protective equipment. The agency needs to ensure staff are trained in the correct utilization of health-related protections.
Status at follow-up	For the two individuals, staff had not received training regarding the proper implementation of their health related supportive and protective equipment. The agency needs to ensure that staff receive training in all health related supportive and protective equipment.
#met /# rated at followup	0/2
Rating	Not Met

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For three of the eight individuals, the ISP assessment were not submitted within the required timeline. The agency needs to ensure that required assessments are submitted on time in preparation for the ISP.
Status at follow-up	One individual's ISP Assessments were not submitted within the required timeframe prior to his ISP. The agency needs to ensure that ISP Assessments are submitted within the required timelines.
#met /# rated at followup	0/1
Rating	Not Met

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For five of the eight individuals, the ISP support strategies were not submitted within the required timeline. The agency needs to ensure that support strategies are submitted on time in preparation for the ISP.
Status at follow-up	For one individual Support Strategies were not submitted within the required timeframe prior to his ISP. The agency needs to ensure that Individual Support Strategies are submitted within the required timelines.
#met /# rated at followup	0/1
Rating	Not Met

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	Support strategies were not being implemented for two of nine individuals. The agency needs to ensure that support strategies are being implemented as agreed upon in the ISP.
Status at follow-up	For two individuals, ISP support strategies were being implemented as required.
#met /# rated at followup	2/2
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At two locations, incident reports were not submitted and/or finalized within the required timelines. The agency needs to ensure that incidents are reported and reviewed as mandated by regulation.
Status at follow-up	For all locations, incidents were reported as required.
#met /# rated at followup	3/3
Rating	Met

Indicator #	L93 (05/22)
Indicator	Emergency back-up plans
Area Need Improvement	For three of nine individuals, individualized emergency back-up plans were not in place. The agency needs to ensure back up plans are in place to assist individuals to plan for emergencies and/or disasters.
Status at follow-up	For two individuals, an individualized emergency back-up plan was in place. For one individual, an individualized plan had not been created.
#met /# rated at followup	2/3
Rating	Not Met

Indicator #	L94 (05/22)
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DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Indicator	Assistive technology
Area Need Improvement	One individual has not been assessed to determine if assistive technology (AT) could increase their independence, nor was AT being used. Two individuals had been assessed and had identified areas of needs where AT could potentially benefit them, but AT has not been explored. The agency needs to ensure individuals have assistive technology to maximize independence.
Status at follow-up	Of the three individuals reviewed, all had been assessed to determine areas where AT could be of assistance to increase their independence. Where there were identified areas of support needed AT was being implemented.
#met /# rated at followup	3/3
Rating	Met

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

Indicator #	L48
Indicator	HRC
Area Need Improvement	The legal representative was not present for seven of the twelve meetings held. The agency needs to ensure that all committee members consistently attends all HRC meetings.
Status at follow-up	The legal representative, as well as all other require committee members, was present for the one meeting held in the past 60 days.
#met /# rated at followup	1/1
Rating	Met