

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Provider NEW ENGLAND VILLAGE Provider Address 664 School St , Pembroke
 Survey Team Griffith, Linda; Muguro, William; Savage, Jamie; Date(s) of Review 15-NOV-24 to 21-NOV-24

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
Employment and Day Supports 3 Locations 11 Audits	2 Year License		7/7	<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)
Residential and Individual Home Supports 4 Locations 7 Audits	2 Year License		9/13	<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)

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Summary of Ratings

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 that provided access to an egress had a lock on it, the agency needs to ensure that there are no locks on bedrooms that provide access to an egress.
Status at follow-up	There were no locks on bedroom doors that provided access to an egress
#met /# rated at followup	4/4
Rating	Met

Indicator #	L35
Indicator	Preventive screenings
Area Need Improvement	For two individuals' routine preventative health care screenings were not completed such as a PAP test, glaucoma and cholesterol screenings. The agency needs to ensure that all recommended screenings are occurring according to the DDS Adult Screening Recommendations, and that if there is a question regarding the need for a screening that a consultation with the PCP occurs with the agency advocating for alternative screening or monitoring recommendations with the PCP.
Status at follow-up	Individuals were receiving routine preventative screenings
#met /# rated at followup	3/3
Rating	Met

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Indicator #	L36
Indicator	Recommended tests
Area Need Improvement	For two individuals, recommended follow up with dental specialists had not occurred, agency needs to ensure that recommended appointments with specialists are made and kept as requested.
Status at follow-up	Recommended tests and appointments with specialists were being made and kept.
#met /# rated at followup	4/4
Rating	Met

Indicator #	L56
Indicator	Restrictive practices
Area Need Improvement	For one individual a restriction was being implemented without a rationale. For another individual, the guardian had not received notification that a restriction was being implemented within the home for another individual. The agency needs to ensure that there is a rationale for all restrictions, and that guardians are notified when there is a restrictive practice that effects all individuals within the home.
Status at follow-up	Restrictive practices intended for one individual that affected all individuals served at a location had written rationale that had been reviewed as required and had the provisions so as not to unduly restrict the rights of others.
#met /# rated at followup	2/2
Rating	Met

Indicator #	L61
Indicator	Health protection in ISP
Area Need Improvement	For one individual, safety and cleaning checks were not occurring, agency needs to ensure that safety and cleaning checks are occurring and documented as required.
Status at follow-up	Supports and health related protections were included in ISP assessments and the continued need had been outlined.
#met /# rated at followup	1/1
Rating	Met

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Indicator #	L67
Indicator	Money mgmt. plan
Area Need Improvement	The money management plans for three of the seven individuals did not have individual specific information such as how much money the individual can manage, how funds are secured by the agency, and how funds are accessed. They agency needs to ensure that money management plans are individualized and reflect each person unique needs and circumstances.
Status at follow-up	There were written plans in place accompanied by training plans when the agency had shared or delegated money management responsibility.
#met /# rated at followup	3/3
Rating	Met

Indicator #	L69
Indicator	Expenditure tracking
Area Need Improvement	For two individuals, their total assets exceeded the allowable limits for social security and MassHealth. For one individual, the agency did not obtain monthly bank statements to ensure they can track and monitor all funds within that account. The agency needs to ensure that all individuals assets do not exceed the allowable limits, safeguarding those benefits. They need to ensure they obtain bank statements for community bank accounts to have a tracking and monitoring system for those accounts.
Status at follow-up	Individual expenditures were being documented and tracked.
#met /# rated at followup	3/3
Rating	Met

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

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Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For 5 of six individuals, required assessments were not submitted to DDS prior to the ISP within the given timelines. The agency needs to ensure that all assessments are submitted within the required DDS timelines.
Status at follow-up	For one individual, required assessments concerning individual needs and abilities were not completed withing required timelines for the ISP.
#met /# rated at followup	0/1
Rating	Not Met

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For 5 of six individuals, support strategies were not submitted to DDS prior to the ISP within the given timelines. The agency needs to ensure that all support strategies are submitted within the required DDS timelines.
Status at follow-up	For one individual, support strategies necessary to assist an individual to meet their goals and objectives were not completed and submitted within required timelines as part of the ISP.
#met /# rated at followup	0/1
Rating	Not Met

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	Two individuals were not receiving support to address their ISP objectives as agreed in the ISP. The agency needs to ensure that individuals receive the support they need to work on and obtain their goals.
Status at follow-up	For one individual, support strategies identified and agreed upon in the ISP for which the provider had designated responsibility were not being implemented.
#met /# rated at followup	2/3
Rating	Not Met

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Indicator #	L90
Indicator	Personal space/ bedroom privacy
Area Need Improvement	Two individuals were not able to have privacy in their bedrooms as both their locks were not functioning. In addition, the combination locks for- individuals in this home all had the same code and therefore, anyone could access another's bedroom. The agency needs to ensure that bedroom door locks are functional at all times and that in the instance there are multiple combination locks in one home, they have different codes for each to prevent access by others.
Status at follow-up	Individuals were able to have privacy in their own personal space
#met /# rated at followup	3/3
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	For 2 locations incidents were both submitted and finalized late and for another location an incident was submitted late. The agency needs to ensure all incidents are both submitted and finalized within the required DDS timelines.
Status at follow-up	For two individuals, incidents were not reported and reviewed within required timelines as mandated by regulation.
#met /# rated at followup	2/4
Rating	Not Met

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

Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	Three emergency fact sheets did not contain all the necessary components. The agency needs to ensure all emergency facts sheets are updated with the required components.
Status at follow-up	For one individual, Emergency facts sheets did not include the diagnosis of oppositional defiant disorder, it also did not include relevant capabilities, limitations and preferences.

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#met /# rated at followup	10/11
Rating	Met

Indicator #	L61
Indicator	Health protection in ISP
Area Need Improvement	There was not authorization for health-related protective equipment for four individuals. The agency needs to ensure that when health related protective equipment is required that it is authorized by a licensed provider.
Status at follow-up	Supports and health related protections were included in the ISP assessments and the continued need was outlined.
#met /# rated at followup	5/5
Rating	Met

Indicator #	L84
Indicator	Health protect. Training
Area Need Improvement	Staff were not trained in the correct utilization of individuals health-related protective equipment. The agency needs to ensure staff are trained in the correct utilization of all health-related protections.
Status at follow-up	Staff had been trained in the correct utilization of health-related protections per regulation.
#met /# rated at followup	5/5
Rating	Met

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For seven of twelve individuals, ISP assessments had not been submitted within the required timelines prior to ISP. The agency needs to ensure that required timelines are met for the submission of ISP assessments.
Status at follow-up	Required assessments concerning individual needs and abilities had been completed in preparation for the ISP.
#met /# rated at followup	7/7

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Rating	Met
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Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For nine out of twelve individuals, support strategies had not been submitted within the required timelines prior to ISP. The agency needs to ensure that required timelines are met for the submission of ISP support strategies.
Status at follow-up	For one individual, support strategies necessary to assist the individual to meet their goals and objectives had not been completed and submitted as part of the ISP.
#met /# rated at followup	6/7
Rating	Met

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	For three individuals, ISP support strategies are not being implemented. The agency needs to ensure ISP support strategies are implemented.
Status at follow-up	Services and support strategies identified and agreed upon in the ISP for which the provider had designated responsibility were being implemented.
#met /# rated at followup	6/6
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	Incidents at one location were not submitted and/or finalized within required timelines. The agency needs to ensure all incidents are submitted and finalized within the required timelines.
Status at follow-up	Incident reports were reported and reviewed as mandated by regulation.
#met /# rated at followup	1/1
Rating	Met

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