



**PROVIDER REPORT  
FOR  
OAKDALE FOUNDATION  
16 Oak St  
Great Barrington, MA 01230**

**May 20, 2021**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	OAKDALE FOUNDATION
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<b>Review Dates</b>	4/22/2021 - 4/26/2021
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<b>Service Enhancement Meeting Date</b>	5/6/2021
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<b>Survey Team</b>	Susan Dudley-Oxx Andrea Comeau Janina Millet (TL)
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<b>Citizen Volunteers</b>	
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**Survey scope and findings for Residential and Individual Home Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Residential and Individual Home Supports</b>	2 location(s) 3 audit (s)	Full Review	70/73 2 Year License 05/06/2021 - 05/06/2023		29 / 29 Certified 05/06/2021 - 05/06/2023
Individual Home Supports	2 location(s) 3 audit (s)			Full Review	23 / 23
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

The Oakdale Foundation is a nonprofit agency, founded in 1981, which provides Individual Home Supports for twelve individuals in settings where they receive less than 24-hour support. Individuals have a range of support needs, including developmental disabilities and mental health diagnoses. They reside in two Victorian-style homes, located in Great Barrington and close to the downtown area. The majority of individuals are funded through the Department of Mental Health (DMH), private pay arrangements, and one individual is funded through the Department of Developmental Services.

Oakdale's provision of quality healthcare was a strength of the organization. Agency staff demonstrated familiarity with each person's medical histories and current health care needs. Survey findings showed that individuals were consistently receiving routine medical care as well as regular visits to specialists when recommended. This included tele-health and in-person visits with healthcare providers. Agency staff offered support and assistance to individuals as needed in scheduling or attending appointments.

Oakdale emphasized the importance of regular exercise in maintaining good health. The agency provided individuals with memberships to the local Berkshire South Community Center. It was also noted that individuals routinely walked in their neighborhoods and other public places as a means of exercise. In addition, Oakdale implemented several procedures and practices to safeguard individuals and staff against contracting COVID-19. This included obtaining a Congregate Care Infection Control Consultation from UMASS Medical School, which provided detailed recommendations and a resources report on preventing transmission of COVID-19 and other infectious diseases.

As an additional positive finding, the organization's longevity of staff and their depth of knowledge and training were factors that enabled individuals to maintain their health and safety while pursuing their interests and goals. Staff evidenced their knowledge of individuals unique needs through interviews of staff and individuals, along with review of staff training documentation, which showed compliance with training in all mandated areas well as topics of relevance to individuals who received services.

Another survey finding of the licensing review was Oakdale's attention to promoting and protecting individuals' human rights. Individuals were trained in their personal and civil rights and had access to a trained human rights officer when questions or concerns arose. The agency's human rights committee maintained the required composition, including two individuals who received services. The committee met quarterly, and minutes of meetings showed that all oversight responsibilities were addressed.

In areas subject to certification, it was found that individuals were well supported to maintain choice and control of their personal routines, both at home and in the community, as well as control of making important life decisions for themselves. When individuals needed another opinion on personal matters, senior staff were available to provide advice and counsel through thoughtful discussions which assisted individuals to make informed decisions.

While services provided had positive findings for individuals in a number of areas, the review also identified some areas requiring the agency's attention. The agency will need to assure that written funds management plans reflect the nature of assistance and support identified through individualized assessment and include provision for training to promote independence for individuals. Additionally, handrails on fire escapes needs to be in good condition, and pavers on exterior walkways need to be secured and kept in good repair.

As a result of the current licensing and certification review, Oakdale Foundation will receive a Two-Year License for its Residential and Individual Home Support services, with a service group score of 96%. This service group is Certified with an overall score of 100%. Follow-up will be conducted by the agency and reported to OQE within 60 days on all licensing indicators that received a rating of Not Met.



## LICENSURE FINDINGS

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Organizational</b>	<b>8/8</b>	<b>0/8</b>	
<b>Residential and Individual Home Supports</b>	<b>62/65</b>	<b>3/65</b>	
Individual Home Supports			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>70/73</b>	<b>3/73</b>	<b>96%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>3</b>	

### **Residential Areas Needing Improvement on Standards not met/Follow-up to occur:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L14	Handrails, balusters, stairs, and stairways are in good repair.	At two locations the handrails on the fire escape had chipping paint which exposed the wooden handrails to splintering. The handrails at one of these locations were also loose and unstable. The agency needs to repair fire escape handrails so that they are fixed and stable. Additionally, the fire escapes need to be resurfaced to prevent splintering.
L26	Walkways, driveways and ramps are in good repair and kept clear in all seasons.	At one location the front walkway had pavers that were not secured and did not lay flat on the ground. The agency needs to secure the walkway pavers so that none move or present a tripping hazard.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	The funds management plan for one individual did not relate to the skills assessment, and it did not include a training component to increase independence. The agency needs to develop funds management plans that outline individuals' needs for assistance and support based on assessment of their skills abilities. Additionally, funds management plans need to incorporate a training component to promote greater independence.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>23/23</b>	<b>0/23</b>	
Individual Home Supports	23/23	0/23	
<b>TOTAL</b>	<b>29/29</b>	<b>0/29</b>	<b>100%</b>
<b>Certified</b>			

## **MASTER SCORE SHEET LICENSURE**

**Organizational: OAKDALE FOUNDATION**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating(Met,Not Met,NotRated)</b>
☐ L2	Abuse/neglect reporting	<b>2/2</b>	<b>Met</b>
L3	Immediate Action	<b>1/1</b>	<b>Met</b>
L4	Action taken	<b>1/1</b>	<b>Met</b>
L48	HRC	<b>1/1</b>	<b>Met</b>
L74	Screen employees	<b>2/2</b>	<b>Met</b>
L75	Qualified staff	<b>2/2</b>	<b>Met</b>
L76	Track trainings	<b>1/1</b>	<b>Met</b>
L83	HR training	<b>1/1</b>	<b>Met</b>



## Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I		3/3					3/3	Met
L5	Safety Plan	L		2/2					2/2	Met
℞ L6	Evacuation	L		2/2					2/2	Met
L8	Emergency Fact Sheets	I		3/3					3/3	Met
L9	Safe use of equipment	L		2/2					2/2	Met
L10	Reduce risk interventions	I		1/1					1/1	Met
℞ L11	Required inspections	L		2/2					2/2	Met
℞ L12	Smoke detectors	L		2/2					2/2	Met
℞ L13	Clean location	L		2/2					2/2	Met
L14	Site in good repair	L		0/2					0/2	Not Met (0 %)
L15	Hot water	L		2/2					2/2	Met
L16	Accessibility	L		2/2					2/2	Met
L17	Egress at grade	L		2/2					2/2	Met
L18	Above grade egress	L		2/2					2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L19	Bedroom location	L		1/1					1/1	Met
L20	Exit doors	L		2/2					2/2	Met
L21	Safe electrical equipment	L		2/2					2/2	Met
L22	Well-maintained appliances	L		2/2					2/2	Met
L25	Dangerous substances	L		2/2					2/2	Met
L26	Walkway safety	L		1/2					1/2	Not Met (50.0 %)
L28	Flammables	L		2/2					2/2	Met
L29	Rubbish /combustibles	L		2/2					2/2	Met
L30	Protective railings	L		2/2					2/2	Met
L31	Communication method	I		3/3					3/3	Met
L32	Verbal & written	I		3/3					3/3	Met
L33	Physical exam	I		3/3					3/3	Met
L34	Dental exam	I		3/3					3/3	Met
L35	Preventive screenings	I		3/3					3/3	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		3/3					3/3	Met
L37	Prompt treatment	I		3/3					3/3	Met
Ⓡ L38	Physician's orders	I		1/1					1/1	Met
L39	Dietary requirements	I		1/1					1/1	Met
L40	Nutritional food	L		2/2					2/2	Met
L41	Healthy diet	L		2/2					2/2	Met
L42	Physical activity	L		2/2					2/2	Met
L43	Health Care Record	I		3/3					3/3	Met
L44	MAP registration	L		2/2					2/2	Met
L45	Medication storage	L		2/2					2/2	Met
Ⓡ L46	Med. Administration	I		2/2					2/2	Met
L47	Self medication	I		3/3					3/3	Met
L49	Informed of human rights	I		3/3					3/3	Met
L50	Respectful Comm.	L		2/2					2/2	Met
L51	Possessions	I		3/3					3/3	Met
L52	Phone calls	I		3/3					3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L53	Visitation	I		3/3					3/3	Met
L54	Privacy	L		2/2					2/2	Met
L55	Informed consent	I		3/3					3/3	Met
L56	Restrictive practices	I		1/1					1/1	Met
L63	Med. treatment plan form	I		1/1					1/1	Met
L67	Money mgmt. plan	I		2/3					2/3	Not Met (66.67 %)
L68	Funds expenditure	I		3/3					3/3	Met
L69	Expenditure tracking	I		3/3					3/3	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		3/3					3/3	Met
L78	Restrictive Int. Training	L		1/1					1/1	Met
L80	Symptoms of illness	L		2/2					2/2	Met
L81	Medical emergency	L		2/2					2/2	Met
L82	Medication admin.	L		2/2					2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L85	Supervision	L		2/2					2/2	Met
L86	Required assessments	I		2/2					2/2	Met
L87	Support strategies	I		2/2					2/2	Met
L88	Strategies implemented	I		3/3					3/3	Met
L90	Personal space/bedroom privacy	I		3/3					3/3	Met
L91	Incident management	L		2/2					2/2	Met
#Std. Met/# 65 Indicator									62/65	
Total Score									70/73	
									95.89%	

## 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	<b>Met</b>
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### Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/3	<b>Met</b>
C8	Family/guardian communication	3/3	<b>Met</b>
C9	Personal relationships	3/3	<b>Met</b>
C10	Social skill development	3/3	<b>Met</b>
C11	Get together w/family & friends	3/3	<b>Met</b>
C12	Intimacy	3/3	<b>Met</b>
C13	Skills to maximize independence	3/3	<b>Met</b>
C14	Choices in routines & schedules	3/3	<b>Met</b>
C15	Personalize living space	2/2	<b>Met</b>
C16	Explore interests	3/3	<b>Met</b>
C17	Community activities	3/3	<b>Met</b>
C18	Purchase personal belongings	3/3	<b>Met</b>
C19	Knowledgeable decisions	3/3	<b>Met</b>
C20	Emergency back-up plans	2/2	<b>Met</b>
C21	Coordinate outreach	3/3	<b>Met</b>
C46	Use of generic resources	3/3	<b>Met</b>
C47	Transportation to/ from community	3/3	<b>Met</b>
C48	Neighborhood connections	3/3	<b>Met</b>
C49	Physical setting is consistent	2/2	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	3/3	<b>Met</b>
C52	Leisure activities and free-time choices /control	3/3	<b>Met</b>
C53	Food/ dining choices	3/3	<b>Met</b>
C54	Assistive technology	3/3	<b>Met</b>