



**PROVIDER REPORT
FOR**

**Tempus Unlimited, Inc.
600 Technology Center Drive
Stoughton, MA 02702**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Tempus Unlimited, Inc.
Review Dates	7/15/2019 - 7/17/2019
Service Enhancement Meeting Date	7/29/2019
Survey Team	Scott Nolan (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	1 location(s) 1 audit (s)	Full Review	42 / 48 2 Year License 07/29/2019 - 07/29/2021		25 / 29 Certified 07/29/2019 - 07/29/2021
Individual Home Supports	1 location(s) 1 audit (s)			Full Review	19 / 23
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Tempus Unlimited Inc. is a non-profit agency that was founded in 1952. The agency has grown and evolved over the past 57 years by offering a variety of services to children and adults with a range of disabilities throughout Massachusetts. The agency provides a number of services which includes; Personal Care Management, Individual Home Supports (IHS), Adult Foster Care, a Fiscal Intermediary Program, Pre-Employment Transition Services, Competitive Integrated Employment, Social and Therapeutic Services, Social and Recreational Programs, and PCA supports.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) included a full review of all licensing, organizational and certification indicators related to Individual Home Supports. This review focused on services provided for one adult with developmental disabilities receiving more than 15 hours per week of Individual Home supports.

The findings of the survey revealed positive outcomes in licensing domains that involve supporting the individual to maintain his home and the promotion of his rights. The individual has owned his own home for over twenty years and received the support needed to maintain his home and enhance its accessibility features. For instance, staff supported the individual to access local resources to address maintenance issues such as replacing a hot water tank or handyman projects. Additionally, this past year, automated doors and new ramps were installed and financed through a home modification loan secured through the Massachusetts Rehabilitation Commission (MRC) in collaboration with the local area office.

The individual shared a mutually respectful relationship with his support staff and his wishes were respected when he wanted privacy. Training was offered to both the individual and staff regarding the affirmation of human rights and how to recognize and report potential abuse and neglect.

Additional focus should be placed on strengthening supports in the area of healthcare, the use of supports and health-related protections and the use of restrictive practices. As it was identified that the individual's overall emotional well-being has changed, additional efforts to educate and increase their willingness to attend medical appointments may be beneficial. Efforts are also needed to ensure that when using support and health-related protections and restrictive practices, that these are implemented according to written plans that contain the required components. Additionally, the HRC needed to be provided information regarding the implementation of a restrictive practice and the use of a support and health-related protection.

An ongoing strength of the agency is the emphasis placed on ensuring individuals exercise choice and control over their lives. For example, the individual chose to take Wednesday's off to relax at home and accesses the community using his motorized wheelchair to visit the park or neighborhood restaurants. He expressed satisfaction with this change in his weekly schedule.

Staff was committed to ensuring that this individual exercised independence in his home and determined his daily routines. It was evident the individual took pride in living independently and directing his daily support needs. His home reflected his passion for baseball with pictures and memorabilia of his favorite Major League Baseball (MLB) team throughout the home.

An area needing improvement within the certification areas relates to encouraging and assisting the individual to explore interests and participate in social activities in the community. The scheduling and coordination of wheelchair accessible transportation by staff posed a challenge for the individual to regularly access community activities. Increased opportunities to utilize agency or public transportation could enhance his ability to access local theatres, wheelchair accessible trails or other local resources that are not within close proximity to his home.

Based on the findings of this report, Tempus Unlimited Inc. will receive a Two-year license with 88% of the licensing indicators met. The Office of Quality Enhancement will conduct a follow-up review within 60 days for all licensing indicators rated as not met. The agency is Certified for Residential supports.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/5	0/5	
Residential and Individual Home Supports	37/43	6/43	
Individual Home Supports			
Critical Indicators	3/3	0/3	
Total	42/48	6/48	88%
2 Year License			
# indicators for 60 Day Follow-up		6	

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

Indicator #	Indicator	Area Needing Improvement
L34	Individuals receive an annual dental exam.	The individual has not had a dental exam since January 2017. The agency needs to ensure individuals receive annual dental exams.
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	A written plan was not in place for an individual requiring a restrictive intervention to ensure his safety or a provision to mitigate or eliminate the need for this restriction. The agency needs to ensure a written rationale with a provision to mitigate the need for this intervention.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	An authorization form by a Health Care Practitioner was not in place for the use for a Support and Health Related Protection (e.g., bedrails). The agency needs to ensure written orders are in place when individuals require a health related protection.
L62	Supports and health related protections are reviewed by the required groups.	The use of a bedrail to prevent an individual from falling out of bed had not been reviewed by the Human Rights Committee. Support and health related protections need to be reviewed by the required groups.

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

Indicator #	Indicator	Area Needing Improvement
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	A written plan was not in place that outlined the supports an individual needed to manage his money. The plan needs to outline how he can access his funds, how the money is stored, and how the individual is assisted to manage his money more independently. The agency needs to ensure a written support plan accompanied by a training plan is developed when it has shared money management responsibility.
L91	Incidents are reported and reviewed as mandated by regulation.	For one location visited at which a reportable incident had occurred, there was an instance in which an incident report was not finalized within required timelines. The agency needs to ensure staff is knowledgeable of the criteria for reportable incidents and that these are reported within required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	19/23	4/23	
Individual Home Supports	19/23	4/23	
TOTAL	25/29	4/29	86%
Certified			

Individual Home Supports- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C16	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural, social, recreational and spiritual activities.	The individual was not supported to discover or participate in cultural, social, recreational and spiritual activities on a consistent and sustained basis. The agency needs to support individuals to explore their interests.
C17	Community activities are based on the individual's preferences and interests.	The individual expressed an interest in attending a major league baseball game in New York, entertainment venues and collected coins. The agency needs to support the individual to engage in community activities based on their preferences and interests.
C18	Staff (Home Providers) assist individual to purchase personal belongings.	The individual makes personal purchases to only those places he can travel independently using his motorized wheelchair as accessible transportation is not available on a regular basis. The agency needs to assist the individual to purchase his own belongings as he chooses.
C47	Individuals have full access to the community through transportation available and/or provided.	The individual had access to accessible public transportation for medical appointments but limited access for community activities. The agency needs to ensure individuals have full access to their community through the use of available transportation.

MASTER SCORE SHEET LICENSURE

Organizational: Tempus Unlimited, Inc.

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

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		1/1					1/1	Met
L5	Safety Plan	L		1/1					1/1	Met
R L6	Evacuation	L		1/1					1/1	Met
L8	Emergency Fact Sheets	I		1/1					1/1	Met
L10	Reduce risk interventions	I		1/1					1/1	Met
R L12	Smoke detectors	L		1/1					1/1	Met
L16	Accessibility	L		1/1					1/1	Met
L17	Egress at grade	L		1/1					1/1	Met
L19	Bedroom location	L		1/1					1/1	Met
L20	Exit doors	L		1/1					1/1	Met
L30	Protective railings	L		1/1					1/1	Met
L31	Communication method	I		1/1					1/1	Met
L32	Verbal & written	I		1/1					1/1	Met
L33	Physical exam	I		1/1					1/1	Met
L34	Dental exam	I		0/1					0/1	Not Met (0 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L37	Prompt treatment	I		1/1					1/1	Met
L40	Nutritional food	L		1/1					1/1	Met
L41	Healthy diet	L		1/1					1/1	Met
L42	Physical activity	L		1/1					1/1	Met
L43	Health Care Record	I		1/1					1/1	Met
L49	Informed of human rights	I		1/1					1/1	Met
L50	Respectful Comm.	L		1/1					1/1	Met
L51	Possessions	I		1/1					1/1	Met
L52	Phone calls	I		1/1					1/1	Met
L53	Visitation	I		1/1					1/1	Met
L54	Privacy	L		1/1					1/1	Met
L56	Restrictive practices	I		0/1					0/1	Not Met (0 %)
L61	Health protection in ISP	I		0/1					0/1	Not Met (0 %)
L62	Health protection review	I		0/1					0/1	Not Met (0 %)
L67	Money mgmt. plan	I		0/1					0/1	Not Met (0 %)
L68	Funds expenditure	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
L69	Expenditure tracking	I		1/1					1/1	Met
L77	Unique needs training	I		1/1					1/1	Met
L78	Restrictive Int. Training	L		1/1					1/1	Met
L80	Symptoms of illness	L		1/1					1/1	Met
L81	Medical emergency	L		1/1					1/1	Met
L84	Health protect. Training	I		1/1					1/1	Met
L85	Supervision	L		1/1					1/1	Met
L86	Required assessments	I		1/1					1/1	Met
L87	Support strategies	I		1/1					1/1	Met
L88	Strategies implemented	I		1/1					1/1	Met
L90	Personal space/bedroom privacy	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
L91	Incident management	L		0/1					0/1	Not Met (0 %)
#Std. Met/# 43 Indicator									37/43	
Total Score									42/48	
									87.50%	

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

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C14	Choices in routines & schedules	1/1	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	0/1	Not Met (0 %)
C17	Community activities	0/1	Not Met (0 %)
C18	Purchase personal belongings	0/1	Not Met (0 %)
C19	Knowledgeable decisions	1/1	Met
C20	Emergency back-up plans	1/1	Met
C21	Coordinate outreach	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	0/1	Not Met (0 %)
C48	Neighborhood connections	1/1	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	1/1	Met
C54	Assistive technology	1/1	Met