

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Provider	Thrive Support & Advocacy	Provider Address	65 Boston Post Rd. West Suite 220, Marlborough
Survey Team	Boghoian, Mark; Hutchison, Melanie; Obeng, Raymond;	Date(s) of Review	16-DEC-24 to 20-DEC-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 2 Locations 6 Audits			6/9	<input type="checkbox"/> Eligible for new business (Two Year License) <input checked="" 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 14 Audits	2 Year License	1/1	24/25	<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 with Mid-Cycle Review	<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 #	L15
Indicator	Hot water
Area Need Improvement	At five locations the hot water temperature tested outside the required range. The agency needs to ensure that all water temperatures are maintained within the required range.
Status at follow-up	At two of two locations the water temperature measured within the required parameters.
#met /# rated at followup	2/2
Rating	Met

Indicator #	L56
Indicator	Restrictive practices
Area Need Improvement	For six individuals there were restrictive practices in place that affected others in the home for whom the restrictions were not necessary. Plans did not include all required elements and reviews. The agency needs to ensure that restrictive plans include all the required elements such as identifying who the plan is in place for, a rationale, a plan and criteria for elimination or fading, inclusion in the ISP, and review by the Human Rights Committee. The agency must also ensure that for those individuals for whom the restriction is not in place, guardians/individuals are informed of the restriction and the mitigation plan.
Status at follow-up	There were no locations evaluated that employed the use of restrictive practices.
#met /# rated at followup	
Rating	Not Rated

Indicator #	L63
Indicator	Med. treatment plan form
Area Need Improvement	For seven individuals, Medication Treatment Plans (MTPs) did not contain all the required components, including definitions of behaviors in observable terms. The agency needs to define target behaviors/symptoms in observable terms. When individuals are prescribed medication incidental to medical treatment, teaching plans must be in place to support the individual to learn coping strategies to reduce the need for the medication.

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Status at follow-up	Six of six individuals' medication treatment plans contained all of the required components.
#met /# rated at followup	6/6
Rating	Met

Indicator #	L67
Indicator	Money mgmt. plan
Area Need Improvement	For seven individuals the money management plans did not clearly detail what supports the provider is delivering. The agency needs to ensure these plans detail all required elements including what type of support is being provided, skills and abilities, where money is stored and how individuals access their money. Teaching plans need to be in place to reduce the need for staff support.
Status at follow-up	For five of five individuals, where the agency had a shared/delegated money management responsibility, there were written money management plans in place that contained required components, including a training plan.
#met /# rated at followup	5/5
Rating	Met

Indicator #	L78
Indicator	Restrictive Int. Training
Area Need Improvement	At three locations staff had not been implementing the restrictive interventions as written. The agency needs to ensure staff have been trained to safely and consistently implement restrictive interventions.
Status at follow-up	The locations reviewed at follow up did not have restrictive interventions in place that required staff to be trained.
#met /# rated at followup	
Rating	Not Rated

Indicator #	L91
Indicator	Incident management

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Area Need Improvement	At seven locations incident reports were either not submitted or finalized within the required timeframes. The agency needs to ensure that incident reports are submitted and finalized within the required timeframes.
Status at follow-up	At two of two locations, incidents were reported and reviewed as mandated by regulation.
#met /# rated at followup	2/2
Rating	Met