

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Provider You're With Us Provider Address 800 Turnpike St, Suite 300, North Andover
 Survey Team Carey, Anne; Date(s) of Review 16-AUG-23 to 18-AUG-23

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 5 Audits	2 Year License		4/6	<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

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

Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	Three of six Emergency Fact Sheets did not contain photographs of the individuals. The agency needs to ensure that all Emergency Fact Sheets contains current and complete information, including a recent photograph of the individual, as specified in the 2019 DDS Licensure Interpretations.
Status at follow-up	Four of five Emergency Fact Sheets reviewed at follow up contained all required components per the DDS Licensure Interpretations.
#met /# rated at followup	4/5
Rating	Met

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Indicator #	L15
Indicator	Hot water
Area Need Improvement	At one location, the water temperature tested outside of required ranges. The agency needs to ensure that water temperatures test within required range (110-120 degrees). The agency needs to develop a mechanism of regularly checking location water temperatures, for example, developing a location safety checklist and implementing such on a monthly/quarterly basis.
Status at follow-up	One of two locations had no hot water at time of follow up. The agency worked to resolve this issue so that was corrected by the completion of the follow up review. The agency needs to ensure ongoing monitoring of water temperature at all locations to ensure they are within required range.
#met /# rated at followup	1/2
Rating	Not Met

Indicator #	L39
Indicator	Dietary requirements
Area Need Improvement	One individual, requiring special dietary requirements be followed, did not have any dietary guidelines in place. The agency needs to ensure that the individual's record contains written specifications from the prescribing physician around diet textures, including thickened liquids.
Status at follow-up	For one individual, a written protocol outlining and authorizing the special dietary requirements is still pending completion. The agency is working with the family to obtain this but it is not yet in place.
#met /# rated at followup	0/1
Rating	Not Met
Post 60 Day Area Office/HRC Follow-up (Performed 30 days later) Expected Area Office Follow Up Date:	
Forwarded to	Area Director

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AO/Provider Actions	
Provider Status Rating by AO/HRC (Met or Not Met)	

Indicator #	L55
Indicator	Informed consent
Area Need Improvement	For four individuals, signed media consent forms were too broad in scope and included language of being "irrevocable". The agency needs to ensure that media consents are written in accordance with DDS guidance, March 17, 2021, and includes the individual right to withdraw consent and/or change one's mind.
Status at follow-up	Three of three signed media consents reviewed at follow up met DDS requirements.
#met /# rated at followup	3/3
Rating	Met

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For one individual, required assessments had not been submitted within ISP timelines. The agency needs to ensure that ISP assessments are submitted at least 15 days in advance of the ISP meeting.
Status at follow-up	This indicator could not be rated at follow up as no ISP meetings had occurred during the time since the agency SEM and time that follow up occurred.
#met /# rated at followup	
Rating	Not Rated

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For one individual, support strategies had not been submitted within ISP timelines. The agency needs to ensure that ISP support strategies are submitted at least 15 days in advance of the ISP meeting.
Status at follow-up	This indicator could not be rated at follow up as no ISP meetings had occurred during the time since the agency SEM and time that follow up occurred.

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#met /# rated at followup	
Rating	Not Rated

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	For two individuals, the implementation of support strategies was not consistently implemented, or modification had not occurred when required. The agency needs to ensure that support staff are knowledgeable about the ISP objective for each individual, and that individuals are being supported to work towards their objectives as designed.
Status at follow-up	Three of four individuals had ISP objectives that were being implemented as designed in the provider support agreement. Agency systems for documentation for these individuals reflected frequency each objective was being worked upon and daily progress notes included details regarding the nature of each objective. One individual had an objective in place which has been obtained. For this person, the agency needs to determine a new objective with the individual and submit a modification to the DDS Area Office via HCSIS.
#met /# rated at followup	3/4
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	For two locations, incident reports had not been submitted within required time frames. The agency needs to ensure that timelines are followed for both minor and major incidents and that all reportable events are entered into HCSIS and finalized.
Status at follow-up	For two of two locations, all incident reports had been submitted and finalized within required timeframes.
#met /# rated at followup	2/2
Rating	Met