

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  15G808	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  11/26/2014
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NAME OF PROVIDER OR SUPPLIER  TRADEWINDS SERVICES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 200 NORTH LAKE PARK AVE HOBART, IN 46342
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W000000	<p>This visit was for the post certification revisit to the investigation of complaint #IN00154487 conducted on October 3, 2014.</p> <p>This visit was done in conjunction with the fundamental annual recertification and state licensure survey.</p> <p>Complaint #IN00154487: Not corrected.</p> <p>Survey Dates: November 19, 20, 21 and 26, 2014.</p> <p>Facility Number: 012460 Provider Number: 15G808 AIM Number: 201051410</p> <p>Surveyor: Christine Colon, QIDP</p> <p>The following federal deficiency also reflects state findings in accordance with 460 IAC 9. Quality Review completed 12/16/14 by Ruth Shackelford, QIDP.</p>	W000000		
W000149	483.420(d)(1) STAFF TREATMENT OF CLIENTS			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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	<p>The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on record review and interview for 1 of 4 sampled clients and 3 additional clients (clients #3, #5, #6 and #8), the facility neglected to implement written policy and procedures to prevent client to client aggression.</p> <p>Findings include:</p> <p>A review of the facility's Bureau of Developmental Disabilities Services (BDDS) reports and investigations was conducted on 11/20/14 at 10:15 A.M. and indicated:</p> <p>-BDDS report dated 10/31/13 involving clients #5 and #6 indicated: "On 10/30/13 (sic), the QDDP (Qualified Developmental Disabilities Professional) was informed that there was a behavior at the [group home]. Staff stated [client #6] went into his housemate's [client #2] room attempting to verbally wake him up. [Client #5] stated he observed [client #6] attempting to wake [client #2]. Staff redirected [client #6] and informed him it is staff (sic) responsibility to wake the other consumers. While at the dinner table [client #5] stated to [client #6] 'If you are not staff leave [client #2] alone.' Both [client #5] and [client #6]</p>	W000149	<p>On 12/18/2014, the North Lake Park staffs were trained on the Abuse, Neglect, Exploitation, Mistreatment, and Protection of an Individual's Rights and Injuries of an Unknown Origin policy (Please see attached documents). The Policy Statement states: "Violating an Individuals Rights, Abuse and or neglect or any mistreatment of any consumer who participates in a TradeWinds Services, Inc., program is strictly prohibited and will result in severe disciplinary action up to and included discharge from employment and may further result in criminal prosecution. All allegations of violating an Individuals rights or abuse and neglect of consumers served and certain other incidents defined in this policy are to be reported and investigated in prompt and procedurally correct manner." (Please see attached Policies and Procedures on Abuse, Neglect, Exploitation, Mistreatment, and Protection of an Individuals' Rights and Injuries of an Unknown Origin).</p> <p>For all allegations of Abuse, Neglect, Exploitation, Mistreatment and Injuries of unknown origin, the investigation will start within 24 hours of the alleged incident. When there is an allegation of Abuse, Neglect, Exploitation, Mistreatment</p>	12/28/2014

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	<p>exchanged words. [Client #6] grabbed his better (sic) knife of (sic) the table and threatened to hurt [client #5]."</p> <p>-BDDS report dated 3/19/14 involving client #8 and facility owned day program client indicated: "On Wednesday March 19, 2014 [Day program client] had became upset, as she walked past another consumer [client #8] she hit the consumer on the right arm. When she hit his arm she scratched him with her finger nail."</p> <p>-BDDS report dated 6/30/14 involving client #5 and a facility owned day program client indicated: "On Monday, 6/30/14 [client #5] reported to his trainer, [Trainer name] that [Day program client] had struck him in the face. This writer spoke with [client #5]. He stated he was waiting to use the restroom. [Day program client] came out and first waved the (restroom) pass in front of [client #5]'s face then used his fist and struck him on the left jaw. [Client #5] said there was no one else present when this occurred. [Client #5] complained of pain...."</p> <p>-BDDS report dated 7/31/14 involving client #3 and a facility owned day program client indicated: "On Thursday, 7/31/14 at approximately 2:50 P.M.</p>		<p>and Injuries of unknown origin the staff person(s) involved will be removed immediately from the schedule pending outcome of the investigation. The staff person(s) involved is responsible for completing an internal incident report and notifying all necessary person(s), such as: House Manager, QIDP and Residential Nurse (if medical attention is needed). The QIDP must be notified as soon as the incident is under control and there is no further danger to either client(s) involved. The QIDP is responsible for making all necessary incident reports to the Bureau of Developmental Disabilities (BDDS) within the guidelines (within 24 hours of incident).</p> <p>The group home manager is responsible for monitoring and ensuring that the staff is following the policies and procedures in place to prevent client to client aggression. It is the policy of TradeWinds Services to ensure that all clients have a safe environment free of aggression, exploitation, abuse, neglect and mistreatment. It is also the policy of TradeWinds to ensure the health, welfare and rights of the individuals we serve.</p>		

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	<p>prevocational services participants from the general production work area were beginning to go to their lockers at the end of the service day. As [client #3] passed [Day program client], [Day program client] struck him on the back with the flat of his hand...."</p> <p>A review of the facility's abuse/neglect policy dated 4/20/10 was conducted on 11/20/14 at 12:40 P.M.. Review of the policy indicated: "To establish prompt, accurate and effective procedures and investigating of all allegations of abuse and neglect and any incident or crime as defined...All allegations of abuse and neglect of consumers served and certain other incidents defined in this policy are to be reported and investigated in prompt and procedurally correct manner...Accidents and other injuries not defined as abuse or neglect must still be documented on the incident report form and reviewed according to policy and applicable standards...It is mandatory that all personnel follow this policy. This includes: reporting incidents immediately upon becoming aware of them, completing all forms as required by this policy...Physical abuse: willful infliction of injury...Verbal abuse: Oral, written and or gestured language that includes disparaging and derogatory remarks toward consumers...Injuries of</p>			

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	<p>unknown origin, in addition all injuries of unknown origin must be reported to Adult Protective Services within 24 hours of the injury being discovered. A complete investigation of the injury must be conducted by the Qualified Mental Retardation Professional (QMRP) or the Residential Coordinator...All staff with knowledge of the incident must complete a copy of the unknown injury report and forward it to the QMRP by the end of their shift...b. Neglect includes failure to provide appropriate care, food, medical care or supervision."</p> <p>An interview with the Qualified Intellectual Disabilities Professional (QIDP) was conducted on 11/26/14 at 2:30 P.M.. The QIDP indicated clients should be free of physical aggression. The QIDP indicated staff should follow the facility's abuse/neglect policy at all times and ensure clients are not aggressed upon.</p> <p>This deficiency was cited on 10/3/14. The facility failed to implement a systemic plan of correction to prevent recurrence.</p> <p>9-3-2(a)</p>			

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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