STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G486	(X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING	(X3) DATE SURVEY COMPLETED 07/27/2012

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W0000	This visit was for the investigation of complaint #IN00111076. This visit was in conjunction with a post-certification revisit (PCR) survey to the investigation of complaint #IN00107741 completed on 5/23/12. Complaint #IN00111076: Substantiated, Federal and state deficiencies related to the allegation(s) are cited at W104, W125, W137, W148, W268 and W381. Unrelated deficiency cited. Dates of Survey: 7/24, 7/25, 7/26 and 7/27/12 Facility Number: 001000 AIMS Number: 100245010 Provider Number: 15G486 Surveyor: Paula Chika, Medical Surveyor III-Team Leader These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review completed 8/6/12 by Ruth Shackelford, Medical Surveyor III.	W0000		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE

Any defiencystatement ending with an asterisk (*) denotes a deficency which the institution may be excused from correcting providing it is determined that other safegaurds 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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W0104	483.410(a)(1) GOVERNING BODY The governing body must exercise general policy, budget, and operating direction over the facility. Based on observation, interview and record review for 4 of 4 sampled clients (A, B, C and D) and 4 additional clients (E, F, G and H), the governing body failed to exercise general policy, budget and operating direction over the facility to ensure clients who were relocated to a hotel had their needs met in regard to space, clothing and a hot meal at least once daily. The governing body failed to exercise general policy and operating direction over the facility in regard to developing a policy/procedure which outlined how the facility would handle group homes which had to be relocated for an extended period of time due to bed bugs. Findings include: During the 7/24/12 observation period between 5:05 PM and 6:15 PM, at a local hotel, clients A, B, C, D, E, F, G and H were residing at a hotel near their group home. Clients A, B, C, D, E, F, G and H were in 3 different rooms in the hotel. Clients B, C and H were in one room with staff #2. The hotel room contained 2 double beds and a roll away bed which client H slept on. Clients D and F were in	W0104	**CORRECTION:** *The Governing body must exercise general policy, budget and operating direction over the facility.* Specifically, all clients are scheduled to return to their SGL residence on 8/16/12. Prior to returning to their residence, the facility obtained an additional room at the hotel to provide for additional space and privacy and overnight staff were re-located to a different room where they could provide supervision without infringing on the rights of clients and arrangements were made to assure clients received at least one hot meal per day –either at the hotel, a nearby supervised group living residence or at a restaurant. Additionally, the agency will develop specific protocols for circumstances that require extended relocation from the facility. **PREVENTION:** Upon development, the agency supervisors will be trained on extended relocation protocols. In the event of an extended relocation, Operations and Quality Assurance staff will conduct	08/26/2012

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	a hotel room together in 2 double beds and clients A, E and G were in a room with staff #3. Their bedroom contained 2 double beds with a roll away bed which client A slept on. All three hotel room doors were open with the clients laying on the beds, sitting on the beds and/or sitting in a chair. The clients' bedrooms contained a small table with 2 chairs, a bathroom and a dorm size refrigerator. Each room contained one dresser which had 3 drawers for the clients to place their clothes and/or personal possessions in. The room where clients B, C and H were located was the main room staff worked out of. Client A, B, C, D, E, F, G and H's medications were located in that room. The clients' medications were in individual clear plastic containers stacked on top of a large gray plastic crate/container with a lock. The clients' medications were unlocked and located by the open door of the hotel room. Two cases of water and 1 case of canned tuna were stacked on the floor near the roll away bed. The table and a chair was on the other side of the roller way bed. Bread, cereal and other snacks were located on a shelf where clothes were to hang. Chips/Doritos, other items and Metamucil (constipation) were on the floor below the clothes rack and shelf with the clients' medications stacked there as well. A small fire proof lock box was		on site observations no less than weekly to assure facility adherence to relocation protocols. **RESPONSIBLE PARTIES:** QDDP, Home Manager, Support Associates, Quality Assurance Team, Operations Team	

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	located on the sink/counter in the hotel room with the medication administration book. Client A, B, C, D, E, F, G and H's records/charts were also stacked/piled up on the floor with the client's Individual Support Plan (ISP) books and other items which left little space for the clients to maneuver around in. The refrigerator in client B, C and H's room contained ham/lunch meat and cheese. Almost empty gallon containers of juice and milk were in client A, E and G's refrigerator in their room. Interview with staff #2 on 7/24/12 at 5:10 PM indicated clients A, B, C, D, E, F, G and H had been living at the hotel for a month. Staff #2 indicated the clients were at the hotel due to bed bugs at the group home. During the 7/25/12 observation period between 4:44 PM and 5:20 PM of client A, B, C, D, E, F, G and H's clothing, at the hotel, the following was indicated: -Client C 6 shirts 2 shorts socks (loose socks) (5) no underwear -Client H 2 shorts			

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	2 pants 3 shirts/tops no socks and/or underwear -Client B 4 pants/shorts 6 shirts/tops 3 underwear no socks Client B, C and H's clothes were intermingled in the three drawers of the dresser located in their hotel room. -Client D 6 shirts 1 pant 1 T-shirt socks no underwear seen with his initials -Client F 4 shirts loose socks laying in drawer 2 pants 1 shorts -Client A 4 pants 2 shirts 5 underwear no socks -Client G			

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	8 shirts/tops 1 pants no socks no underwear Client E was the only client who had a sufficient supply of clothes (1 week or more). Upon arriving to the hotel on 7/26/12, the hotel rooms were warm/hot as the doors of the rooms were open with the air conditioner running. Interview with staff #2 on 7/26/12 at 4:44 PM indicated it was hot in the hotel room. Staff #2 indicated she had opened up the windows with the air conditioner on. Staff #2 indicated it was hot in client A, E and G's hotel room as the clients would not leave the air conditioner on in their room. Interview with staff #1 on 7/26/12 at 5:45 PM indicated facility staff should leave the air conditioner on in the hotel rooms when they leave in the morning. The facility's reportable incident reports/investigations were reviewed on 7/25/12 at 11:49 AM. The facility's 6/25/12 reportable incident report indicated "After two regular treatments over the last two months, bed bugs were not eradicated from SGL (Supported Group Living) San Ricardo. The team relocated [client A] (Individual Supported			

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	by ResCare), [client C] (Individual Supported by ResCare), [client G] (Individual Supported by ResCare), [client H] (Individual Supported by ResCare), [client D] (Individual Supported by ResCare), [client B] (Individual Supported by ResCare), [client E] (Individual Supported by ResCare), and [client F] (Individual Supported by ResCare). The individuals were taken to [Name of hotel, location and phone number]. The individuals are receiving appropriate staffing, and the team is maintaining as much of the regular schedule of activities as is possible. All guardians and healthcare representatives have been notified. The facilities' contracted pest control company, [name of company], will use the ThermaPure Heat technique on the home. This treatment reportedly kills all stages of bed bugs, including the eggs." The facility's receipts for food purchases and/or restaurants were reviewed on 7/25/12 at 2:35 PM. The facility's receipts for purchases and/or food indicated the following (not all inclusive): -6/30/12 At a local shopping center, the facility purchased bread, cereal, 16 pieces of chicken from the deli, mini muffins, instant oatmeal, graham crackers, pudding, mustard, lunchmeat			

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	(chicken/turkey/ham), potatoes, crackers, and soft drinks for the clients to eat. -7/8/12 The facility purchased applesauce, individual cups of corn, pudding, orange juice, potatoes, bread, breakfast grinders, BQ chunks, lunch meat, tuna salad, cups of green beans, carrots, fruit cups, ham salad, Thai tuna, chicken salad, ham salad, white rice cups, crackers, potato wedges and 8 piece chicken. -7/13/12 The facility purchased tuna salad, micro cups, cookies, crackers, cheese, vegetable rice cups, Thai tuna, white rice cups, chicken rice cups, macaroni and cheese boxes, bread, carrot cups, pea cups, corn cups, fruit bowls, lunch meat, applesauce, spaghetti with meat sauce cans, miracle whip, 16 pieces of chicken and lemon pepper rotisserie chicken. -7/19/12 The facility purchased garden salad, dressings and lean beef. Interview with staff #1 on 7/25/12 at 2:20 PM indicated he bought food and made spaghetti for the clients at his house and took it to them on 7/19/12. -7/21/12 The clients got tacos from a fast food restaurant and had them for dinner. -7/22/12 The facility purchased jello cups,			

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	drinks, lunch meat, cheese, salad mix, bread, tuna, deli hot food items, potatoes, manwich sandwich, crackers, multipack chips, instant oatmeal and salad dressing. -7/24/12 The facility purchased soft drinks, pudding, crackers, fruit snacks, cookies, chips, banquet riblets, banquet turkey, beef ravioli, canned chicken and dumplings, mini ravioli, alfredo sauce, green beans, applesauce and canned northern beans. The facility's above mentioned purchases/receipts did not indicate clients A, B, C, D, E, F, G and H had at least one hot meal a day. Client A's record was reviewed on 7/25/12 at 2:08 PM. Client A's 4/5/10 ISP (Individual Support Plan), current ISP in the chart, and/or record indicated the facility did not have a personal possession inventory record of the client's items and/or clothing being held at the facility. Client D's record was reviewed on 7/25/12 at 2:15 PM. Client D's 7/16/10 ISP, current ISP in the chart, and/or record indicated the facility did not have a personal possession inventory record of the client's items and/or clothing being held at the facility.			

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	Client C's record was reviewed on 7/25/12 at 2:28 PM. Client C's 7/20/10 ISP, current ISP in the chart, and/or record indicated the facility did not have a personal possession inventory record of the client's items and/or clothing being held at the facility. Client B's record was reviewed on 7/25/12 at 2:46 PM. Client B's 8/31/10 ISP, current ISP in the chart, and/or record indicated the facility did not have a personal possession inventory record of the client's items and/or clothing being held at the facility. Confidential interview A indicated they were concerned clients were not getting nutritious meals at the group home. Confidential interview A indicated the group home clients had been relocated to a hotel due to bed bugs at the group home. Confidential interview B indicated a client called them and told them they did not have any clean clothes. Confidential interview B indicated the client stated he had to pay "$6.00" to wash and dry his clothes at the hotel. Interview with staff #1 on 7/24/12 at 5:25 PM and 7/26/12 12:55 PM indicated the clients would be staying at the hotel for			

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	awhile longer as the group home was still being treated for bed bugs. Staff #1 indicated clients A, B, C, D, E, F, G and H ate meals out and in the dining area of the hotel as the hotel had a microwave in the dining area. Staff #1 indicated he would go to a local supermarket and purchase food from their hot deli to bring to the clients to eat and the clients would heat cups of vegetables etc. to eat with the hot deli items. Staff #1 indicated he would also get food items staff could prepare in the microwave in the lobby area. Staff #1 indicated he would use petty cash from the facility's money to pay for the food. Staff #1 indicated clients did not pay for any food out of their monies. Staff #1 indicated the clients had also been eating dinner at another group home up until last week. Staff #1 could not specifically indicate what days the clients ate at the other group home to ensure the clients got one hot meal a day. Staff #1 indicated client A, B, C, D, E, F, G and H's clothes were still at the group home in trash bags out in the garage. Staff #1 indicated the clients' clothes had been kept in individual plastic bins, but client H kept going out into the garage and placing his dirty clothes which had bed bugs into the bins/totes thus causing all the clients' clothes to be infested with bed bugs. Staff #1 indicated he would have to get a trailer to take the clients'			

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	clothes to be laundered in hot water and dried on high heat. Staff #1 indicated this still needed to be done as they did not want to transport the clothes in the group home's van. Staff #1 indicated a couple of outfits were washed and dried so the clients would have some clothes to carry to the hotel. Staff #1 indicated the group home was using the laundry facility at the hotel to do the clients' laundry. Staff #1 indicated he purchased some outfits for the clients since they have been at the hotel. Staff #1 stated "I go shopping to make sure they have what they need. I do not want nothing to come out of that home." Staff #1 was not able to locate any additional clothing for the clients. Staff #1 indicated the facility had not completed a personal possession inventory record of client A, B, C, D, E, F, G and H's personal possessions. Staff #1 indicated client A, B, C, D, E, F, G and H's medications were not locked. Staff #1 stated the large gray tote with a pad lock was the clients' "over flow meds." Staff #1 indicated the client's controlled substances were kept in the small fire proof lock box. Staff #1 indicated the controlled medications for clients C, E and F were not double locked and could easily be carried off/out of the room. Staff #1 indicated the hotel's housekeeping staff did not clean the clients' bedrooms unless staff was present			

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	in the room. Staff #1 indicated ResCare paid for the laundry/washing of the clients' clothes. Staff #1 indicated he was not aware of any client paying to wash their clothes as it cost $1.50 to wash a load and $1.50 to dry a load. Staff #1 indicated facility staff would stay in the clients' rooms at night, and it would get crowded when staff tried to pass the medications to clients while in client B, C and H's bedroom. Interview with administrative staff #3 on 7/24/12 at 5:40 PM stated the facility had "just extended the stay for another month." Administrative staff #3 indicated the clients were to move back to the group home, but the hotel stay had been extended due to more bed bugs being found and the treatments were continuing. Administrative staff #3 indicated she was not aware the clients' medications were being kept unlocked. Interview with client B on 7/24/12 at 5:53 PM and on 7/25/12 at 5:19 PM indicated he was not able to sleep at night due to staff being in his bedroom and watching TV at night. Client B indicated he was in need of clothes and shoes. Client B stated "I need blue jeans, shirts, socks, underwear and shoes." Client B indicated he had a hole in the bottom of the shoes he was wearing.			

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	Interview with client C on 7/24/12 at 5:53 PM indicated he was not able to get sleep at night due to staff watching the TV in their hotel room. Client C indicated the clients had gone out to a local fast food place to eat. Client C indicated he would eat cereal, juice and lunchmeat. When asked who paid for the food when they went to [Name of fast food restaurant], client C stated "We (clients) do." Interview with staff #2 on 7/24/12 at 6:08 PM indicated she did not know what the clients would be eating for dinner. Staff #2 indicated they had lunch meat in the refrigerator. Staff #2 indicated the clients would eat meals down in the lobby area dining room. Interview with administrative staff #2 and #3 on 7/25/12 at 10:55 AM indicated the group home was still dealing with the bed bugs. Administrative staff #2 stated the bed bugs were "Hard to deal with. We have used high powered heat treatment and still have bed bugs. Going through second treatment." Administrative staff #2 and #3 indicated the clients' medications should be locked. When asked if the clients were getting one hot meal a day, administrative staff #2 stated "That is a good question. They should be."			

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	Interview with administrative staff #2 on 7/25/12 at 3:30 PM and on 7/26/12 at 12:45 PM indicated he did not know why the facility obtained 3 rooms versus 4 rooms to allow the clients to have more space and not sleep on roll away beds. Staff #2 stated "I don't know why. Supervision may have something to do with it." Administrative staff #2 indicated the facility did not have a policy and/or procedure in place which indicated how the facility would handle/deal with clients being relocated from the group home for an extended period. Administrative staff #2 stated "This is new territory for us." Interview with client F on 7/25/12 at 5:10 PM indicated the client was in need of clothes. Client F stated " I need pants, socks, shoes and handkerchiefs." Client F indicated he did not have an adequate supply of clothes at the hotel. Interview with hotel staff #7 on 7/25/12 at 5:20 PM indicated the group home had been at the hotel for a month. When asked how often the clients came down to the lobby area dining room to eat, the hotel staff stated "They come down two times a day." The hotel staff indicated staff would fix macaroni and cheese and other items in the microwave to feed the clients. The hotel staff indicated the			

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	clients would come down for the hotel's breakfast and then come back for lunch or dinner. The hotel staff indicated the hotel only had a microwave in the dining area for the hotel guests to use. Interview with administrative staff #1 on 7/26/12 at 10:30 AM indicated clients A, B, C, D, E, F, G and H had been living in a hotel for a month due to bed bugs at the group home. Administrative staff #1 indicated the facility was on its third chemical treatment and also had completed a heat treatment to rid the group home of the bed bugs. Administrative staff #1 indicated the group would continue to stay at the hotel as bed bugs had continued to be an issue at the group home. Administrative staff #1 indicated he did not think the group home would be out of their home for as long as they have. Administrative staff #1 indicated the exterminator was to be back at the group home on 7/30/12 to check for more bed bugs and to do another chemical treatment. Administrative staff #1 indicated they would check again in 2 more weeks to see if they needed to do a second heat treatment at the group home. Administrative staff #1 indicated he was not aware the clients did not have their clothing. Administrative staff #1 indicated the clients' clothes were to be taken and laundered/washed in hot water			

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	and dried with high heat. When asked why 3 hotel rooms were purchased for 8 clients, administrative staff #1 stated "I don't know. I did not book the rooms." When told of the concerns clients had about not being able to sleep at night, administrative staff #1 indicated if staff sat in the dark with no lights and/or TV on, the staff would go to sleep at night. Administrative staff #1 indicated the facility did not have a policy and procedure in regard to how the facility would handle relocations and/or extended relocations due to bed bugs. The facility's policy and procedures were reviewed on 7/26/12 at 11:45 AM and at 12:30 PM. The facility's 1/4/12 revised Emergency, Disaster, Evacuation Plans and Responses indicated the facility had a section entitled "VIII. Emergency plan for insect infestation (bed bugs)." The facility's policy and procedure did not indicate what/how the facility would handle relocation/evacuation of clients if the group home had a total infestation of bed bugs. This federal tag relates to complaint #IN00111076. 9-3-1(a)			

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W0125	483.420(a)(3) PROTECTION OF CLIENTS RIGHTS The facility must ensure the rights of all clients. Therefore, the facility must allow and encourage individual clients to exercise their rights as clients of the facility, and as citizens of the United States, including the right to file complaints, and the right to due process. Based on observation, interview and record review for 2 of 4 sampled clients (B and C), the facility failed to ensure the rights of the clients in regard to privacy and the right to have a good night sleep at night in their relocated hotel room. Findings include: During the 7/24/12 observation period between 5:05 PM and 6:15 PM, at a local hotel, clients A, B, C, D, E, F, G and H were residing at a hotel near their group home. Clients A, B, C, D, E, F, G and H were in 3 different rooms in the hotel. Clients B, C and H were in one room with staff #2. The hotel room contained 2 double beds and a roll away bed which client H slept on. Clients D and F were in a hotel room together in 2 double beds and clients A, E and G were in a room with staff #3. Their bedroom contained 2 double beds with a roll away bed which client A slept on. The room where clients B, C and H were located was the main room staff worked out of. Client A, B, C, D, E, F, G and H's medications were	W0125	**CORRECTION:** *The facility must ensure the rights of all clients. Therefore, the facility must allow and encourage individual clients to exercise their rights as clients of the facility, and as citizens of the United States, including the right to file complaints, and the right to due process.* Specifically, all clients are scheduled to return to their SGL residence on 8/16/12. Prior to returning to their residence, the facility obtained an additional room at the hotel to provide for additional space and privacy and overnight staff were re-located to a different room where they could provide supervision without infringing on the rights of clients. **PREVENTION:** The agency will develop specific protocols for circumstances that require extended relocation from the facility. These protocols will include but not be limited to provisions that assure privacy for clients. **RESPONSIBLE PARTIES:** QDDP, Home Manager, Support Associates, Quality Assurance Team, Operations Team	08/26/2012

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	administered in their hotel room. Interview with staff #2 on 7/24/12 at 5:10 PM indicated clients A, B, C, D, E, F, G and H had been living at the hotel for a month. Staff #2 indicated the clients were at the hotel due to bed bugs at the group home. Interview with client B on 7/24/12 at 5:53 PM and on 7/25/12 at 5:19 PM indicated he was not able to sleep at night due to staff being in his bedroom and watching TV at night. Interview with client C on 7/24/12 at 5:53 PM indicated he was not able to get sleep at night due to staff watching the TV in their hotel room. Interview with administrative staff #2 on 7/25/12 at 3:30 PM and on 7/26/12 at 12:45 PM indicated he did not know why the facility obtained 3 rooms versus 4 rooms to allow the clients to have more privacy, space and not have to sleep on roll away beds. Staff #2 stated "I don't know why. Supervision may have something to do with it." Interview with administrative staff #1 on 7/26/12 at 10:30 AM indicated clients A, B, C, D, E, F, G and H had been living in a hotel for a month due to bed bugs at the			

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	group home. When asked why 3 hotel rooms were purchased for 8 clients, administrative staff #1 stated "I don't know. I did not book the rooms." When told of the concerns clients had about not being able to sleep at night, administrative staff #1 indicated if staff sat in the dark with no lights and/or TV on, the staff would go to sleep at night. 9-3-2(a)			

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W0137	483.420(a)(12) PROTECTION OF CLIENTS RIGHTS The facility must ensure the rights of all clients. Therefore, the facility must ensure that clients have the right to retain and use appropriate personal possessions and clothing. Based on observation, interview and record review for 4 of 4 sampled clients (A, B, C and D) and 4 additional clients (E, F, G and H), the facility failed to maintain a complete accounting of clients' clothing and personal possessions. The facility failed to ensure each client had an adequate supply of clothing (at least one week worth) upon being relocated from the group home due to bed bugs. Findings include: During the 7/24/12 observation period between 5:05 PM and 6:15 PM, at a local hotel, clients A, B, C, D, E, F, G and H were residing at a hotel near their group home. Clients A, B, C, D, E, F, G and H were in 3 different rooms in the hotel. The clients' bedrooms contained a small table with 2 chairs, a bathroom and a dorm size refrigerator. Each room contained one dresser which had 3 drawers for the clients to place their clothes and/or personal possessions in. Interview with staff #2 on 7/24/12 at 5:10 PM indicated clients A, B, C, D, E, F, G	W0137	**CORRECTION:** *The facility must ensure the rights of all clients. Therefore, the facility must ensure that clients have the right to retain and use appropriate personal possessions and clothing.* Specifically, after completing procedures to assure the eradication of any potential bed bugs, the Home Manager brought additional clothing to the hotel. In addition, the Residential Manager facilitated the purchase of additional clothing to assure all clients had no less than seven days worth of clothing available. **PREVENTION:** The facility will complete personal effects inventories for all clients. These inventory lists will be updated as clients obtain new items and or discard possessions. Facility supervisors will check the accuracy of the inventory lists and make appropriate corrections no less than twice annually. Members of the Operations and Quality Assurance Teams will review inventory lists as part of an ongoing audit process. The	08/26/2012

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	and H had been living at the hotel for a month. Staff #2 indicated the clients were at the hotel due to bed bugs at the group home. During the 7/25/12 observation period between 4:44 PM and 5:20 PM of client A, B, C, D, E, F, G and H's clothing, at the hotel, the following was indicated: -Client C 6 shirts 2 shorts socks (loose socks) (5) no underwear -Client H 2 shorts 2 pants 3 shirts/tops no socks and/or underwear -Client B 4 pants/shorts 6 shirts/tops 3 underwear no socks Client B, C and H's clothes were intermingled in the three drawers of the dresser located in their hotel room. -Client D 6 shirts		agency will develop specific protocols for circumstances that require extended relocation from the facility. These protocols will include but not be limited to guidelines for assuring all clients have adequate clothing and hygiene supplies. **RESPONSIBLE PARTIES:** QDDP, Home Manager, Support Associates, Quality Assurance Team, Operations Team	

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	1 pant 1 T-shirt socks no underwear seen with his initials -Client F 4 shirts loose socks laying in drawer 2 pants 1 shorts -Client A 4 pants 2 shirts 5 underwear no socks -Client G 8 shirts/tops 1 pants no socks no underwear Client E was the only client who had a sufficient supply of clothes (1 week or more). Client A's record was reviewed on 7/25/12 at 2:08 PM. Client A's 4/5/10 ISP (Individual Support Plan), current ISP in the chart, and/or record indicated the facility did not have a personal possession inventory record of the client's items and/or clothing being held at the facility.			

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	Client D's record was reviewed on 7/25/12 at 2:15 PM. Client D's 7/16/10 ISP, current ISP in the chart, and/or record indicated the facility did not have a personal possession inventory record of the client's items and/or clothing being held at the facility. Client C's record was reviewed on 7/25/12 at 2:28 PM. Client C's 7/20/10 ISP, current ISP in the chart, and/or record indicated the facility did not have a personal possession inventory record of the client's items and/or clothing being held at the facility. Client B's record was reviewed on 7/25/12 at 2:46 PM. Client B's 8/31/10 ISP, current ISP in the chart, and/or record indicated the facility did not have a personal possession inventory record of the client's items and/or clothing being held at the facility. Confidential interview B indicated a client called them and told them they did not have any clean clothes. Confidential interview B indicated the client stated he had to pay "$6.00" to wash and dry his clothes at the hotel. Interview with client D's guardian on 7/26/12 at 9:59 AM indicated client D			

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	had come on home visits wearing other client's clothes. Client D's guardian indicated the facility did not keep up with client D's personal possessions. Client D's guardian stated "Everything is disappearing. CD's and clothes." Client D's guardian indicated client D's table, lamp and radio came up missing awhile back. Interview with client F's family on 7/26/12 at 11:25 AM when asked if client F had plenty of clothes, client F's family stated "Not right at the present." Client F's family indicated client F's clothes were out in the garage of the group home. Client F's family stated "Someone told me they may have to get rid of the clothes." Client F's family indicated client F's clothes had come up missing in the past. Client F's family member stated "We buy items and stuff comes up missing." Interview with staff #1 on 7/24/12 at 5:25 PM and 7/26/12 12:55 PM indicated the clients would be staying at the hotel for awhile longer as the group home was still being treated for bed bugs. Staff #1 indicated client A, B, C, D, E, F, G and H's clothes were still at the group home in trash bags out in the garage. Staff #1 indicated the clients' clothes had been kept in individual plastic bins, but client H kept going out into the garage and			

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	placing his dirty clothes which had bed bugs into the bins/totes thus causing all the clients' clothes to be infested with bed bugs. Staff #1 indicated he would have to get a trailer to take the clients' clothes to be laundered in hot water and dried on high heat. Staff #1 indicated this still needed to be done as they did not want to transport the clothes in the group home's van. Staff #1 indicated a couple of outfits were washed and dried so the clients would have some clothes to carry to the hotel. Staff #1 indicated the group home was using the laundry facility at the hotel to do the clients' laundry. Staff #1 indicated he purchased some outfits for the clients since they have been at the hotel. Staff #1 stated "I go shopping to make sure they have what they need. I do not want nothing to come out of that home." Staff #1 was not able to locate any additional clothing for the clients. Staff #1 indicated ResCare paid for the laundry/washing of the clients' clothes. Staff #1 indicated he was not aware of any client paying to wash their clothes as it cost $1.50 to wash a load and $1.50 to dry a load. Staff #1 indicated the facility had not completed a personal possession inventory record of client A, B, C, D, E, F, G and H's personal possessions. Interview with client B on 7/24/12 at 5:53 PM and on 7/25/12 at 5:19 PM stated "I			

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	need blue jeans, shirts, socks, underwear and shoes." Client B indicated he had a hole in the bottom of the shoes he was wearing. Interview with client F on 7/25/12 at 5:10 PM indicated the client was in need of clothes. Client F stated " I need pants, socks, shoes and handkerchiefs." Client F indicated he did not have an adequate supply of clothes at the hotel. This federal tag relates to complaint #IN00111076. 9-3-2(a)			

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W0148	483.420(c)(6) COMMUNICATION WITH CLIENTS, PARENTS & The facility must notify promptly the client's parents or guardian of any significant incidents, or changes in the client's condition including, but not limited to, serious illness, accident, death, abuse, or unauthorized absence. Based on interview and record review for 1 of 4 sampled clients (B), the facility failed to inform the family of the client's relocation to a hotel for an extended stay. Findings include: The facility's reportable incident reports/investigations were reviewed on 7/25/12 at 11:49 AM. The facility's 6/25/12 reportable incident report indicated "After two regular treatments over the last two months, bed bugs were not eradicated from SGL (Supported Group Living) San Ricardo. The team relocated [client A] (Individual Supported by ResCare), [client C] (Individual Supported by ResCare), [client G] (Individual Supported by ResCare), [client H] (Individual Supported by ResCare), [client D] (Individual Supported by ResCare), [client B] (Individual Supported by ResCare), [client E] (Individual Supported by ResCare), and [client F] (Individual Supported by ResCare). The individuals	W0148	**CORRECTION:** *The facility must notify promptly the client's parents or guardian of any significant incidents, or changes in the client's condition including, but not limited to, serious illness, accident, death, abuse, or unauthorized absence.* Specifically, all immediate family members of facility clients have been notified of the extended re-location and have been provided with contact information to facilitate communication with their family members who are supported by the facility. **PREVENTION:** Professional staff will be trained on the need to assure all immediate family members, in addition to guardians and healthcare representatives, are notified when clients need to relocate for more than 24 hours. Members of the Operations Team will follow up with facility supervisors to assure appropriate notifications have occurred.	08/26/2012

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	were taken to [Name of hotel, location and phone number]. The individuals are receiving appropriate staffing, and the team is maintaining as much of the regular schedule of activities as is possible. All guardians and healthcare representatives have been notified...." Client B's 6/25/12 reportable incident report indicated the facility marked "N/A" (non-applicable) for notifying a legal guardian. Client B's record was reviewed on 7/25/12 at 2:46 PM. Client B's 8/31/10 Individual Support Plan (ISP), current one in the record, indicated client B was his own guardian. The client's ISP indicated client B had a nephew who was involved in the client's life. Interview with client B's family member on 7/24/12 at 4:17 PM indicated they were not aware of client B being relocated to a hotel. Client B's family indicated they were upset the facility did not call and inform the client's family of the relocation. Client B's family member indicated they were not the guardian of the client but the facility should still inform clients' families when a client was being moved or relocated so the family would have away of keeping in contact with the client.		**RESPONSIBLE PARTIES:** QDDP, Home Manager, Support Associates, Quality Assurance Team, Operations Team	

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G486	(X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING	(X3) DATE SURVEY COMPLETED 07/27/2012

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
COMMUNITY ALTERNATIVES-ADEPT	7919 SAN RICARDO DR INDIANAPOLIS, IN 46256

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W0260	483.440(f)(2) PROGRAM MONITORING & CHANGE At least annually, the individual program plan must be revised, as appropriate, repeating the process set forth in paragraph (c) of this section. Based on interview and record review for 4 of 4 sampled clients (A, B, C and D), the clients' Individual Support Plans were not current/revised annually. Findings include: Client A's record was reviewed on 7/25/12 at 2:08 PM. Client A's 4/5/10 ISP (Individual Support Plan) and/or record did not indicate the client had a current ISP. Client D's record was reviewed on 7/25/12 at 2:15 PM. Client D's 7/16/10 ISP and/or record did not indicate the client had a current ISP. Client C's record was reviewed on 7/25/12 at 2:28 PM. Client C's 7/20/10 ISP and/or record did not indicate the client had a current ISP. Client B's record was reviewed on 7/25/12 at 2:46 PM. Client B's 8/31/10 ISP and/or record did not indicate the client had a current ISP. Interview with staff #1 on 7/26/12 at	W0260	**CORRECTION:** *At least annually, the individual program plan must be revised, as appropriate, repeating the process set forth in paragraph (c) of this section.* Specifically, Client A, B, C and D's Individual Support Plans will be updated based on current assessment data. **PREVENTION:** The facility has acquired a new QDDP who will be responsible for maintaining current support plans. Members of the Operations and Quality Teams will review facility support documents as needed but no less than monthly to assure plans remain current. **RESPONSIBLE PARTIES:** QDDP, Home Manager, Support Associates, Quality Assurance Team, Operations Team	08/26/2012

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	12:55 PM indicated he thought client A, B, C and D had current ISPs. Staff #1 indicated he would check the computer to see if the previous program coordinator had completed them. Staff #1 did not provide any additional information and/or documentation of the clients' current ISPs. 9-3-4(a)			

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NAME OF PROVIDER OR SUPPLIER COMMUNITY ALTERNATIVES-ADEPT		STREET ADDRESS, CITY, STATE, ZIP CODE 7919 SAN RICARDO DR INDIANAPOLIS, IN 46256	

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W0268	483.450(a)(1)(i) CONDUCT TOWARD CLIENT These policies and procedures must promote the growth, development and independence of the client. Based on observation and interview for 3 of 4 sampled clients (A, B and C) and for 4 additional clients (E, F, G and H), the facility failed to ensure the dignity of the clients in regard to their appearance when going out into the community for work and/or for activities in the community. Findings include: During the 7/24/12 observation period between 5:05 PM and 6:15 PM, at a local hotel, clients A, B, C, E, F, G and H were unshaven with hair on their face and neck areas. Client A had a body odor as well as being unshaven. Clients A, B, C, E, F, G and H arrived home from the workshop in that state and were going out to eat at a local restaurant in the community. Facility staff #2 and #3 did not encourage the clients to look and/or smell their best to ensure the clients' dignity when going into the community. Interview with staff #1 on 7/24/12 at 5:25 PM indicated clients A, B, C, E, F, G and H needed to shave. Staff #1 indicated facility staff should encourage and/or assist clients to shave and have good hygiene.	W0268	**CORRECTION:** *These policies and procedures must promote the growth, development and independence of the client.* Specifically, Staff have been retrained regarding expectations from grooming and hygiene for all clients. While the clients have remained in a hotel residential setting, the Home Manager has made daily checks to assure appropriate grooming and hygiene is maintained. All clients are scheduled to return to their SGL residence on 8/16/12, which will facilitate increased attention to grooming and hygiene. **PREVENTION:** Facility professional staff will be expected to observe no less than two morning and two evening active treatment sessions per week to assess direct support staff interaction with clients and to assure appropriate grooming, hygiene and implementation of formal and informal training. Additionally members of the Operations and Quality Assurance Teams will monitor active treatment as needed but no less than monthly on an ongoing basis to assure quality service delivery.	08/26/2012

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	This federal tag relates to complaint #IN00111076. 9-3-5(a)		**RESPONSIBLE PARTIES:** QDDP, Home Manager, Support Associates, Quality Assurance Team, Operations Team	

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W0381	483.460(l)(1) DRUG STORAGE AND RECORDKEEPING The facility must store drugs under proper conditions of security. Based on observation, interview and record review for 4 of 4 sampled clients (A, B, C and D) and for 4 additional clients (E, F, G and H), the facility failed to ensure all medications were locked and all control substances were double locked while the clients were living in a hotel. Findings include: During the 7/24/12 observation period between 5:05 PM and 6:15 PM, at a local hotel, clients A, B, C, D, E, F, G and H were residing at a hotel near their group home. Clients A, B, C, D, E, F, G and H were in 3 different rooms in the hotel. Clients B, C and H were in one room with staff #2. The hotel room contained 2 double beds and a roll away bed which client H slept on. Clients D and F were in a hotel room together in 2 double beds and clients A, E and G were in a room with staff #3. Their bedroom contained 2 double beds with a roll away bed which client A slept on. All three hotel room doors were open with the clients laying on the beds, sitting on the beds and/or sitting in a chair. The room where clients B, C and H were located was the main room staff worked out of. Client A, B, C, D, E,	W0381	**CORRECTION:** *The facility must store drugs under proper conditions of security.* Specifically, the facility obtained lockable containers to use for medication storage for the remainder of the hotel stay. All clients are scheduled to return to their SGL residence on 8/16/12, and standard procedures for securing medication will resume. **PREVENTION:** The agency will develop specific protocols for circumstances that require extended relocation from the facility. These protocols will include but not be limited to guidelines for keeping medication secure at all times. **RESPONSIBLE PARTIES:** QDDP, Home Manager, Support Associates, Quality Assurance Team, Operations Team	08/26/2012

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	F, G and H's medications were located in that room. The clients' medications were in individual clear plastic containers stacked on top of a large gray plastic crate/container with a lock. The clients' medications were unlocked and located by the open door of the hotel room. A small fire proof lock box was located on the sink/counter in the hotel room with the medication administration book. Client A's record was reviewed on 7/25/12 at 2:08 PM. Client A's 6/1/12 physician's orders indicated client A received Norvasc 5 mg (milligrams) every evening for Hypertension, Buspar 15 mg 2 tablets daily at 6 AM and 5 PM for Anxiety, Prozac 20 mg daily for Anxiety, Metoprolol 50 mg daily for Hypertension and Aldactazide 25/25 tablet daily for Hypertension. Client D's record was reviewed on 7/25/12 at 2:15 PM. Client D's 6/1/12 physician's orders indicated client D received Elavil 10 mg at bedtime for Intermittent Explosive Disorder, Norvasc 20 mg daily for Hypertension, Prozac 20 mg daily for Psychosis, Synthroid 125 micrograms daily for Hypothyroidism, Lipitor 10 mg at bedtime for Cholesterol, Risperdal 1 mg two times a day for Psychosis, Maxzude 25 mg daily for Hypertension, Dilantin 100 mg 2 capsules			

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	every morning for Seizures, Dilantin 100 mg every evening for Seizures and Citrucel Powder daily for Constipation. Client C's record was reviewed on 7/25/12 at 2:28 PM. Client C's 6/1/12 physician's orders indicated client C received Lotensin 10 mg every morning for Hypertension, Clozapine 100 mg 2 tablets at bedtime for Major Depression with Psychotic Features (controlled substance), Prozac 20 mg 3 tablets daily for Depression, Neurontin 300 mg three times a day for Neuropathy, Lamictal 25 mg 2 tablets twice daily for Major Depression with Psychotic Features, Ditropan 5 mg 2 tablets every morning for urinary incontinence, Zantac 150 mg at bedtime for Gastroesophageal Reflux Disease and Natural Fiber for Constipation. Client B's record was reviewed on 7/25/12 at 2:46 PM. Client B's 6/1/12 physician's orders indicated client B received Lopid 600 mg daily for Cholesterol and Zyprexa 15 mg at bedtime for Schizophrenia. Interview with staff #1 on 7/24/12 at 5:25 PM and 7/26/12 12:55 PM indicated client A, B, C, D, E, F, G and H's medications were not locked. Staff #1 stated the large gray tote with a pad lock			

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	was the client's "over flow meds." Staff #1 indicated the client's controlled substances were kept in the small fire proof lock box. Staff #1 indicated the controlled medications for clients C, E and F were not double locked and could easily be carried off/out of the room. Staff #1 indicated the hotel's housekeeping staff did not clean the clients' bedrooms unless staff was present in the room. Interview with administrative staff #3 on 7/24/12 at 5:40 PM indicated she was not aware the clients' medications were being kept unlocked. Interview with administrative staff #2 and #3 on 7/25/12 at 10:55 AM indicated the clients' medications should be locked. This federal tag relates to complaint #IN00111076. 9-3-6(a)			