

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G148	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 12/01/2014
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NAME OF PROVIDER OR SUPPLIER CDC INC	STREET ADDRESS, CITY, STATE, ZIP CODE 107 S COUNTRYBROOK MONTICELLO, IN 47960
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W000000	<p>This visit was for the investigation of Complaint #IN00158656.</p> <p>COMPLAINT #IN00158656: Substantiated, federal/state deficiency related to the allegation(s) is cited at W149.</p> <p>Dates of Survey: November 13, 14, and December 1, 2014.</p> <p>Facility number: 000684 Provider number: 15G148 AIM number: 100243120</p> <p>Surveyor: Amber Bloss, QIDP</p> <p>The following deficiency also reflects state findings in accordance with 460 IAC 9. Quality Review completed 12/10/14 by Ruth Shackelford, QIDP.</p>	W000000		
W000149	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement</p>			

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>written policies and procedures that prohibit mistreatment, neglect or abuse of the client.</p> <p>Based on record review and interview, the facility failed to develop and/or implement policies/procedures to prevent abuse and neglect for 2 of 2 allegations of abuse/neglect for 3 of 3 sampled clients (A, B, C).</p> <p>Findings include:</p> <p>1) On 11/14/14 at 1:23 PM, the facility's BDDS (Bureau of Developmental Disabilities Services) reports, internal reports, and investigations from 10/2/14 to 11/14/14 were reviewed. A BDDS report dated 10/24/14 indicated "Staff 1 was sitting in the hotel hallway. A community person reported to staff 1 that a tall skinny guy with blond hair was yelling and talking to consumers rudely. When the community member was asked how, the community person responded in their face yelling at them to take a shower. The staff in question worked with [Client A] and [Client B] during the evening in question." The report indicated "group home staff that was described (only male staff working for the group home) was suspended pending an investigation."</p> <p>A follow up report dated 10/31/14</p>	W000149	<p>For Tag 149 Part 1: CDC Resources Investigation and Abuse/Neglect Training will be updated to include staff taking community members reports. Staff will be trained on both training by 12-30-2014. Abuse and Neglect training will be increased from Annual training to Bi-Annual training and implemented 12-30-2014. Monitoring of training's will be done by Supervisors monthly Part 2: Staff ratio has been increased to ensure proper supervision of consumers. Consumer will have a risk plan on elopement and staff will be trained and implementation of risk plan by 12-30-2014. CDC Resources Relocation Procedure will be updated and trained on by 12-30-2014. Monitoring of appropriate supervision of consumers will done twice weekly by Supervisor for 30 days, then weekly for 60 days then monthly thereafter.</p>	12/30/2014	

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	<p>indicated "This incident is NOT substantiated. The investigator was unable to review and obtain any information from the reporting hotel guest. The reporting hotel guest (sic) as he checked out of the hotel right after informing staff of the situation." The report indicated "The hotel was unable to provide a name and phone number for the guest. Both consumers denied the accusations as did the staff working. There were no other witnessing parties. However, the potential for this incident is likely to have occurred." The report indicated "staff was retrained on abuse and neglect, tone of voice, and stress techniques. The supervisor will monitor the staff twice weekly for thirty days."</p> <p>An investigation dated 10/24/14 indicated "A gentleman (Hotel Guest) approached a group home staff, telling her [DSP (Direct Support Professional) #1] that a tall skinny guy with blonde hair [DSP #2] was yelling and talking to consumers very rudely. Staff [DSP #1] asked the hotel guest 'how was staff talking to consumers?' The hotel guest said 'in their face yelling at them to take a shower'." The investigation indicated "This incident is NOT substantiated. This is a he said he said situation. We were unable to speak with the reporting hotel guest as he checked out of the hotel right</p>						

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	<p>after informing staff of the situation. The hotel was unable to provide us with a name and phone number for the guest. Both consumers denied the accusations as did the staff. However, the potential for this incident is likely to have occurred."</p> <p>On 11/14/14 at 2:35 PM during an interview, the QIDP (Qualified Intellectual Disabilities Professional) indicated the allegation of verbal abuse was unable to be substantiated due to lack of contact information for the reporting community member. The QIDP stated "yes" staff should have documented contact information from the community member. The QIDP indicated staff have been retrained on documenting information from a community member in regards to neglect/abuse allegations.</p> <p>2) On 11/14/14 at 1:23 PM, the facility's BDDS (Bureau of Developmental Disabilities Services) reports, internal reports, and investigations from 10/2/14 to 11/14/14 were reviewed. A BDDS report dated 10/31/14 indicated "[Client C] was in the bathroom in his hotel room, and staff left the room to go attend to another consumer. Staff when (sic) in a room across the hall to assist another consumer. Staff stated that they returned to [Client C]'s room with in (sic) a</p>			

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	<p>minute and could not locate him." The report indicated staff "implemented missing person protocol. [Client C] was found on the third floor level (his room is on the second level) within five minutes of searching. The consumers were relocated to the hotel (previously reported) due to an environmental issue at their home. The consumer does not have a risk of elopement." The report indicated "staff was suspended pending an investigation. The incident was found substantiated as the consumer was left without adequate supervision. The staff was retrained on abuse and neglect, and receive (sic) a verbal counseling."</p> <p>On 11/14/14 at 2:35 PM during an interview, the QIDP (Qualified Intellectual Disabilities Professional) indicated the allegation of staff neglect was substantiated.</p> <p>On 11/14/14 at 4:10 PM, the facility's "POLICY ON ABUSE AND NEGLECT" dated 4/22/14 indicated "Each person receiving services and supports from CDC Resources, Inc. will receive humane care and protection from harm. Services shall be be provided in safe, secure and supportive environments."</p> <p>This federal tag relates to complaint</p>			

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