

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

PRINTED: 11/17/2021

FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G573	(X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	(X3) DATE SURVEY COMPLETED 10/13/2021	
NAME OF PROVIDER OR SUPPLIER DUNGARVIN INDIANA LLC			STREET ADDRESS, CITY, STATE, ZIP CODE 51778 TROWBRIDGE LN SOUTH BEND, IN 46637		
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W 0000 Bldg. 00	<p>This visit was for the Post Certification Revisit (PCR) to the predetermined full recertification and state licensure survey completed on 8/12/21.</p> <p>This visit was done in conjunction with the investigation of complaint #IN00362766.</p> <p>Dates of Survey: October 4, 5, 6, 7, and 13, 2021.</p> <p>Facility Number: 001087 Provider Number: 15G573 AIMS Number: 100234320</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality Review of this report completed by #15068 on 10/27/21.</p>		W 0000		
W 0149 Bldg. 00	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client.</p> <p>Based on record review and interview for 6 of 6 allegations of abuse, neglect, and mistreatment reviewed, the facility failed to ensure implementation of its written policy and procedures to prevent possession of an illegal substance by client #5, arrest of client #5, theft of client #5's personal possessions, and peer to peer abuse by clients #1, #2, #4, and #7.</p> <p>Findings include:</p> <p>The facility's Bureau of Developmental</p>		W 0149	<p>W 149 <u>Staff Treatment of Clients (Standard)</u> – Failed to ensure implementation of Dungarvin policies and procedures to prevent possession of an illegal substance by client #5, arrest of client #5, theft of client #5's personal possessions, and peer to peer abuse by clients #1, #2, #4 and #7.</p> <p><u>Corrective action for resident(s) found to have been affected</u></p>	11/12/2021

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>Disabilities Services (BDDS) reports and related investigations were reviewed on 10/4/21 at 11:50 am.</p> <p>1. A BDDS report dated 9/8/21 indicated the following:</p> <p>"On 9/7/21, [group home staff] reports that she stepped on something hard and when she checked to make sure it wasn't broken, she found a pipe or bong along with a baggie of marijuana. She immediately brought this to the attention of the lead counselor, who documented the item found and locked the item up pending notification of the supervisor. Later that afternoon, [client #5] became irate and was pacing and talking about the staff member and stating that she had stolen his 'stuff.' He became irate and punched several holes in the drywall. He then paced to the medication area and pushed over both medicine cabinets. Staff rushed to check on him, and [client #5] told the staff he just had to do this, and he could either break stuff or fight the staff, so staff backed off and encouraged him to take it out. [Client #5] continued for a time to try to break the med cabinets and then calmed down. When he was calm, staff asked if he wanted to help pick the cabinets back up, and he did. None of the other individuals in the house were in the immediate area and staff ensured that no one came near or was injured. One cabinet is no longer able to be closed. The second cabinet is lockable but warped.</p> <p>Plans to Resolve (Immediate and Long Term). The Area Director (AD #1) came to the home to assess the situation and to assist the staff on duty in cleaning up and securing all of the medications in the closet that is still capable of locking. [AD #1] met with [client #5] and several of his housemates. [Client #5] had some small cuts on his knuckles from punching the wall, and staff</p>			<p>All parts of the POC for the survey with event ID GII012 will be fully implemented, including the following specifics:</p> <ul style="list-style-type: none"> · All facility staff are reviewing this finding and being re-trained on Dungarvin's policy and procedure regarding the prevention of Abuse, Neglect, and Exploitation. · All facility staff are being retrained on Dungarvin policy regarding Behavior Support. · All facility staff are being trained or re-trained on the most recently updated BSPs for clients #5, #1, #2, #4, and #7. · All new DSPs hired are receiving training on Handle with Care, an enhanced crisis intervention program that has been used in the Dungarvin ESN homes with success and is now being rolled out to all ICF staff by the end of the year. The QIDP and Behavior Clinician are both certified trainers and will be training the existing facility staff on the preventive and reactive techniques in the training as they apply to the BSPs at the home. <p><u>How facility will identify other residents potentially affected & what measures taken</u></p> <p>All residents potentially are affected, and corrective measures address the needs of all clients.</p> <p><u>Measures or systemic changes facility put in place to ensure no</u></p>	

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	<p>offered first aid and PRN (as needed) pain medication. Staff continue to monitor the area for any swelling or discomfort. [Client #5's] mother came to the facility to meet staff and she disposed of the marijuana. [Client #5's] team is working together to assist him in understanding that the staff member did not steal the marijuana from him, but that she was required per her job to report the item once she saw it. [Client #5] shared that he thought his new home was closer to [name of state], so it would be legal for him to be able to smoke here. He was home this past weekend for a family funeral, so the team believes that he somehow got the marijuana from friends he may have seen at the funeral events over the weekend.</p> <p>Maintenance staff were at the home today to repair the holes in the drywall and new medication closets are being purchased to replace the two that are broken. Property destruction is not one of the identified behaviors in [client #5's] plan. It appears this is an isolated instance in response to his anger at staff finding his marijuana, but the team will monitor for any further occurrences, and this will be added as a target behavior if any property destruction incidents occur in the future. Review of staff response to the property destruction indicates that they responded in the best possible way by keeping all individuals safe from harm and not escalating the incident by matching his escalation with any physical interventions or power struggles, but prompting him to calm verbally. [Client #5's] team will continue to discuss whether [client #5] may have been using marijuana to self medicate, and if there are any symptoms that are more prevalent now that it has been removed, so that these can be discussed with his physicians. [Client #5] has been in jail before, and the IST (Interdisciplinary Support</p>			<p><u>recurrence</u></p> <p>All newly hired facility staff must complete mandatory training on the Abuse, Neglect, and Exploitation policy (B-2) before being allowed to complete on-site training at the home. All facility staff are required to complete retraining on this policy on an annual basis as a condition of employment.</p> <p>Going forward, Handle with Care will be the crisis intervention program taught for all facility staff who join the team for this facility.</p>	

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	<p>Team) will continue to advise him of the importance of complying with state and federal laws when it comes to illegal substances."</p> <p>2. A BDDS report dated 9/12/21 indicated the following:</p> <p>"[Client #5] has been dealing with a lot of mood swings over the past few days since a staff member found and confiscated a stash of marijuana he had in his room. After the shift change on 9/11/21, [client #5] again began pressuring the staff on duty to help him with that. He became irate again and began destroying any property that he could. He broke both computers in the home for staff documentation and the printer/scanner in the med area. The staff was working to de-escalate him and offer him ways to calm himself. None of the other individuals were involved or hurt in any way. He continued pacing and was not de-escalating. The staff states she tried to avoid calling the police, but [client #5] verbally began threatening violence against both staff, and, when he started advancing towards them, the second staff decided to call 911.</p> <p>Plan to Resolve (Immediate and Long Term). The police arrived at the home and placed [client #5] in handcuffs. The police asked the staff members if they were pressing charges, and they stated that they were not going to do so. The police ran [client #5's] record and saw his probation status and previous record and stated that they would be arresting him for property destruction as staff had explained that this was the third major property destruction incident in the past few days, and there was no indication that [client #5's] behavior was going to calm if they left him at the home. Police transported [client #5] to the [name of jail]. [AD #1]</p>			

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	<p>contacted the [name of jail] to advocate for mental health supports based on one statement regarding potential self harm that [client #5] let slip in the past few days. The officer processing his detainment stated that a bond had already been set, and that he would need to see the judge before any psych placement could occur. After this was relayed, and [client #5's] mother had also contacted the jail to report other history of self harm, so that they would keep a close eye on him, he was placed on a suicide watch at the jail. The officer did refer him to nursing to coordinate with the county mental health provider, and [AD #1] spoke to the nurse at the jail to review his current medication orders and to explain that he was going through a mental health emergency caused by, per [client #5's] report, not having marijuana to help him dull what he reports as very negative and 'messed up' thoughts. Today, 9/12/21, we were notified that he may have court as early as 8:30 am, and a staff from Dungarvin needs to be present to confirm that Dungarvin is not pressing charges for the property damage. We will be contacting the psychiatrist for [client #5] first thing in the morning to discuss either an emergency appointment or possibly placement in an acute treatment center for a medication review. QIDP (Qualified Intellectual Disabilities Professional) to follow up within 5 business days."</p> <p>An investigation dated 9/20/21 indicated the following:</p> <p>"Findings of Fact:</p> <ul style="list-style-type: none"> - It is true that [client #5] was found to be in possession of a bag of marijuana and a pipe for smoking marijuana on 9/7/21. This was confiscated and placed in a locked cabinet. - It is true that after the evening of 9/8/21, the marijuana was no longer located in the med 			

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	<p>(medication) cabinet and [group home staff #1] had reported his mom came to pick it up and dispose of it. All coworkers present the evening of 9/8 reported [group home staff #1] reported that she gave the bag to [client #5's] mom, but none of the staff actually saw the exchange.</p> <p>- [Group home staff #1] is a staff contracted through a temp agency. The contract does not include the temp staff driving the individuals in their vehicles or in the agency vehicles.</p> <p>- [Group home staff #2] was a regular staff at the home but resigned several weeks ago.</p> <p>- [Group home staff #3] is also a temp staff and is not authorized to drive the individuals.</p> <p>- The weekend before the incident, [client #5] had been out of the home visiting family for a family funeral. The initial IR (incident report) had mentioned that the staff wondered if he managed to obtain the supply he had from a contact in his hometown. There is no specific evidence to support this theory over any other theory at this time.</p> <p>Determination of Rights Violation: This investigation found insufficient evidence of [client #5's] rights being violated.</p> <p>Statement of Conclusion: There is insufficient evidence to prove that [client #5's] rights were violated or that any staff member was involved in assisting him in obtaining marijuana. The weekend before this incident, [client #5] had returned to his hometown for a funeral, and this is why the original report said that some staff suspected maybe he knew someone back home who helped him obtain the substance. There is also no evidence to support this theory.</p> <p>The investigation recommends that all temp staff should be involved of the limitation on driving duties as soon as they are brought on. This is communicated back to the training department</p>			

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	<p>responsible for training and onboarding temp staff.</p> <p>It is also a recommendation that in the future, police should be involved as the first course of action in this type of situation. The claims back and forth as whether or not mom picked up the bag of marijuana could have been avoided by allowing the outside authority to handle the appropriate disposal of the item. Their recommendation may be appropriate to share with other managers of similar homes across Dungarvin Indiana.</p> <p>The IST will be responsible to support [client #5] moving forward with appropriate mental health supports to address the symptoms he shared about that he may have been self-medicating through the use of marijuana - either on a short term or long term basis."</p> <p>Client #5's record was reviewed on 10/6/21 at 2:00 pm.</p> <p>Client #5's BSP dated 10/1/21 indicated the following:</p> <p>"Target Behaviors:</p> <p>Property Destruction: Any time [client #5] displays hitting, kicking, throwing items, slamming doors, hitting walls or windows, or any other physical act against some object that causes or could cause damage to that object....</p> <p>Behavioral Goals and Replacement Behaviors</p> <p>Property Destruction:</p> <p>Replacement Behavior: [Client #5] will communicate to staff when he is upset. He will also utilize any healthy coping skills, such as deep breathing or walking around the back yard to help calm himself.</p> <p>Goal: Any instances of physical aggression, verbal aggression, or property destruction to 0 occurrences a month....</p> <p>Proactive Strategies:</p>			

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	<p>Positive Attention and Reinforcement:</p> <p>Everyone working with [client #5] will attempt to reinforce his positive behaviors through verbal praise and positive attention. Pay attention to when he is doing something well or exhibiting pro-social behavior, and then praise. [Client #5] may use maladaptive behavior to gain attention. So, giving attention where it is due while at the same time ignoring maladaptive behaviors (see differential reinforcement) will thus naturally shape more positive behaviors.</p> <p>Communication:</p> <p>[Client #5] may need some one-on-one time with staff to communicate his feelings. Staff need to listen to how he is feeling and help him work through it. Sometimes all it takes is for him to say it out loud, and then he can work through it himself. Also, communicating with [client #5] through reminders of what he may have been doing, or if something has already happened. He may also need to be reminded where he left an item, therefore he does not jump to the conclusion that someone has stolen it, it was just misplaced.</p> <p>Staff should never talk down to or yell at [client #5].</p> <p>Participation in Routine Daily Activities:</p> <p>[Client #5] proceeds through the daily routine within reasonable time limits and participates in ongoing and specially scheduled activities. In order to maximize consistency and structure within [client #5's] environment, the following criteria have been established:</p> <ul style="list-style-type: none"> - The daily schedule consists of those activities that are routine, such as hygiene, home maintenance, work, meals, and scheduled recreation activities. - [Client #5] should be given up to 5 verbal prompts, for each task in the schedule. This should not be a threat, but simply a reminder that 				

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	<p>he needs to participate in routine scheduled activities. Remember that [client #5] has a TBI (traumatic brain injury) with impaired memory....</p> <p>Relaxation Exercise Practice:</p> <p>Staff will encourage [client #5] to practice a relaxation technique once a day....</p> <p>Reactive Strategies</p> <p>Property Destruction:</p> <ul style="list-style-type: none"> a. Attempt to redirect [client #5] to a preferred activity. b. To the greatest extent possible, [client #5] will be responsible for cleaning up, repairing, and/or replacing damaged property. c. If [client #5] appears agitated, staff should remove items of value from his presence and relocate them to a safer area. d. Staff should encourage housemates to relocate their items in order to keep them safe from damage. e. If property destruction results in an unsafe condition, precautions need to be taken to ensure everyone's safety. f. If the behavior continues and [client #5] is not being safe or is (sic) danger of physical harm, staff will need to initiate Handle with Care (physical restraint) least to most restrictive interventions. g. Taking a ride in the van is considered a community outing. This will not be permitted. h. Staff will properly document property destruction in [digital record keeping system] and target behavior record as well as report to the [QIDP] or the on-call. i. Financial Restitution for any items destroyed will be determined on a case by case basis through consultation with [client #5's] guardian 			

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	<p>and IST (individual support team), taking into consideration [client #5's] understanding of the specific situation and a reasonable dollar amount that would be meaningful to [client #5] as a natural consequence while not putting undue stress on his financial status."</p> <p>Area Director (AD) #1 was interviewed on 10/6/21 at 1:06 pm and stated, "[Client #5] somehow got marijuana. We haven't be able to officially determine where he got it. He told me he has always had ways of getting it. He has a cell phone. He went to a family event the weekend before. Trying to access drugs was a previous behavior." AD #1 stated, "[Client #5] was threatening the staff. They called the police. He was taken to jail because of his probationary status. We went to his mom to talk about the bond. His mom is the rep payee. She never answered whether he had the money or not." AD #1 stated, "The long term discussion will be, at what point would a handle with care technique escalate him further."</p> <p>3. A BDDS report dated 9/13/21 indicated the following: "On 9/11/21, [client #5] had been taken to jail, and, later that evening, [client #5's] brother alerted the group home that someone was using [client #5's] [social media] account to post their photos. The initial search by the overnight staff around the home did not uncover who had the phone. On 9/12/21, staff recovered [client #5's] phone from [client #1]. Staff were able to remove the posts on [client #5's] [social media] page made by [client #1], and they discovered [client #1] had opened his email on [client #5's] phone and had been using it to attempt to open the following credit accounts: Online loan for \$852 at 7:27 pm.</p>				

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	<p>Gas credit card verification 7:12 pm.</p> <p>Approved credit limit at 7 pm.</p> <p>Card Approved at 6:52 pm.</p> <p>Online Credit Limit of \$750 at 6:43 pm.</p> <p>Online verify order of free stuff at 6:33 pm.</p> <p>Online order denied at 5:23 pm.</p> <p>\$500 balance at 5:16 pm.</p> <p>Credit card approved at 5:08 pm.</p> <p>Credit card approved for \$1,000, time not showing.</p> <p>All of the emails were addressed to [client #1] and [client #1's] email profile appeared to be the one that is open. It does not seem that these emails and credit applications were tied to [client #5's] identity, but Dungarvin will work with [client #5's] guardian (his mom/rep payee) to ensure that none of these credit applications were tied to him in any way."</p> <p>An investigation dated 9/17/21 indicated the following:</p> <p>"Summary of findings</p> <p>[Client #1] had the [cell phone] and had been posting his photos to [client #5's] [social media] page. The phone was repossessed by staff and kept in a secure location. There was no evidence to show any harm caused to [client #5] and his personal information.</p> <p>What actions should be taken to ensure the individuals' safety in the future?</p> <p>The group home rule of no individual using another individual's personal items will be enforced. Staff to monitor all individuals use (sic) their personal items. Individuals will be encouraged to use their personal lockers that have locks to secure their personal items.</p> <p>Individuals have keys to their own lockers."</p> <p>AD #1 was interviewed on 10/6/21 at 1:06 pm and stated, "We were concerned [client #1] had</p>			

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	<p>taken [client #5's] identity. He had used his own email. [Client #1's] guardian took his phone. He will have a lot of Internet restrictions. " AD #1 stated, "After [client #5] went to jail, his phone was somewhere in the house, and [client #1] picked it up. Stealing is addressed in his BSP. Stealing is the root of a lot of conflicts in the home. For [client #1] to stay in the home, we can't have this trend continue. He signed a contract that he won't engage in certain behaviors for 30 days. If he meets that, we'll talk about what to do."</p> <p>4. A BDDS report dated 9/19/21 indicated the following:</p> <p>"[Client #4] was encouraging [client #2] to not be friends with [client #1] because [client #4] stated [client #1] was a bully and a thief. [Client #2] was upset with [client #1] for controlling the TV (television) remote and thought that he was not going to allow them to watch movies/videos. [Client #2] told [client #1] to 'hit me' and 'come at me I dare you.' [Client #1] responded and punched [client #2] in the head and stomach. [Client #4] attacked [client #1] because he was beating on [client #2]. [Client #4] and [client #1] exchanged punches and staff intervened to separate the individuals. [Client #1] was placed in a standing hold for several seconds. He was backing away when [client #4] lunched at him again, and they exchanged several hits. [Client #1] grabbed [client #4] by the shirt and pulled him up to knee him in the stomach, breaking his necklace chains. All individuals were separated and calmed down. Group discussion about the situation occurred with all individuals. [Client #4] went into the house and called 911; staff spoke to the dispatcher and police were not dispatched to the location as all was calm. [Client #4] went around the back of the house and</p>				

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	<p>approached [client #1] from behind and threatened him with a metal rod, 'I got you now; I'm going to murder you into the ground. What are you going to do?' [Client #4] then struck [client #1] in the back with the rod, cutting him. [Client #1] went into the house and spoke to his mom on the phone. He called 911 and staff spoke to the dispatcher again and police were not sent to the location."</p> <p>An investigation dated 9/20/21 indicated the following:</p> <p>"Summary of findings.</p> <p>[Client #4] started the fight by telling [client #2] that [client #1] is a thief. [Client #1] responded by punching [client #4], and the fight continued and [client #4] hit [client #1] on the back with a metal rod. Police were called twice but did not come because staff was able to handle the situation and the individuals did calm down.</p> <p>What actions should be taken to ensure the individuals' safety in the future?</p> <p>Staff will continue to follow and implement BSPs (Behavior Support Plans) and behavior clinician (BC) to assist individuals in weekly sessions to develop coping mechanisms and how to handle frustrations with housemates.</p> <p>BC coaching will include coaching [client #2] on getting involved in drama between others at the house and also on taunting any of his co-workers (sic) or daring them to hit him.</p> <p>Special concerns meetings to be called for both [client #1] and [client #4]. Possible consideration may be given to move to a different home for one of them."</p> <p>5. A BDDS report dated 9/29/21 indicated the following:</p> <p>"On 9/28/21, individuals at [group home address] were having a house meeting with [Qualified</p>			

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	<p>Intellectual Disabilities Professional (QIDP) #1 when an argument about getting into other individual's rooms and breaking other individual's electronic items ensued between [client #4] and [client #7]. [Client #4] called [client #7] a 'b....' and used vulgar language that made [client #7] angry. [Client #7] went over and grabbed [client #4] by the neck. Staff separated them and [client #4] sent and sat by the front porch, still cussing at [client #4]. Staff talked to [client #7] and helped him calm down."</p> <p>An investigation dated 9/30/21 indicated the following:</p> <p>"Summary of findings</p> <p>[Client #4] started the fight by directing the discussion on [client #7] who had done nothing to single him out.</p> <p>What actions should be taken to ensure the individuals' safety in the future?</p> <p>Staff will continue to follow and implement BSPs and behavior clinician will assist individuals in weekly sessions to develop coping mechanisms and how to handle frustrations with housemates.</p> <p>[Client #4's] training with his BC did review that addressing concerns in a group setting may not be the wisest thing for [client #4], since he experiences this as emasculating. The discussion at this meeting was not particularly focused on any behavior he was having, so the [QIDP] thought it might work. Going forward, it may be best to have house meeting when [client #4] is out at work and then discuss anything he needs to know with him in private, so he has time to process expectations and new information.</p> <p>[Client #4's] team has been sent requests for a special concerns meeting and there has been no response from his parents or his BC. QIDP will continue to push for a special team meeting as</p>				

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	<p>[client #4] is often an instigator in various peer to peer incidents over the past couple of months. [Client #7] does have an approved waiver application. BDDS was contacted, and they report they are waiting for the ICAP (inventory for client and agency planning) to be finalized. BC to continue to work with him on using his coping skills that helped him to graduate from ESN (extensive support needs) placement this year."</p> <p>6. A BDDS report dated 10/1/21 indicated the following:</p> <p>"On 9/30/21, staff reported that [client #2] had been upset for most of the day. Staff had been trying to redirect him and engage him other things, but he was still processing an incident from the day before. At one point, he threw a toy car, and it hit his housemate [client #1] in the face. [Client #1] responded immediately and punched [client #2] in retaliation in his face. Staff intervened and separated the guys to help them calm down. [Client #2] had a minor mark on the side of his cheek but no significant injury noted at the time. [Client #1] had been holding a small gaming console at the time he lurched towards [client #2] to hit him, and it snapped on his finger during the altercation, causing a small abrasion. This injury and treatment was reported in a separate IR (incident report)."</p> <p>Client #1's record was reviewed on 10/6/21 at 2:10 pm.</p> <p>Client #1's BSP dated 10/1/21 indicated the following:</p> <p>"Target Behaviors:</p> <p>Physical Aggression: Any time [client #1] uses any part of his body to strike another person or shoving, pushing others, kicking objects, breaking objects, or throwing objects.</p>				

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	<p>Untrustworthy Behavior: Anytime [client #1] is found to be attempting to take an item including money from another person.</p> <p>Behavioral Goals and Replacement Behaviors</p> <p>Physical Aggression</p> <p>Replacement Behavior: [Client #1] will communicate to staff and go for a walk to calm down, if possible. If a walk is not possible, [client #1] will try to find some space alone to calm down and utilize his healthy coping skills.</p> <p>Goal: Decrease reports of physical aggression to 0 occurrences per month.</p> <p>Theft</p> <p>Replacement Behavior: [Client #1] will respect his peers' belonging and will not touch or take them. He will not ask to borrow anything from his peers. He will use his own things.</p> <p>Goal: Decrease reports of theft to 2 or less occurrences per month.</p> <p>Proactive Strategies</p> <p>Many of [client #1's] behaviors stem from his challenges processing his emotions, particularly when he is disappointed, feels rejected, or excluded, or feels hurt. Staff can utilize some of the following proactive strategies to provide safe and adaptive options for him to practice.</p> <ul style="list-style-type: none"> - Communication: Offer [client #1] the chance to sit and talk privately about what he is working on. If he prefers not to talk to staff, staff can ask if he'd rather talk with his mom or friend or counselor. Offer verbal praise every time he talks through difficult emotions. - Staff should never talk down to or yell at [client #1]. - Structured environment: [Client #1] would benefit greatly from having a structured environment. Structured activities can provide him with a framework to keep him busy with more positive daily activities. Down time can often lead to conflicts or fixation. 			

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	<p>- Relaxing activities: [Client #1] likes to take walks to relax, he also enjoys gardening, tossing the football, coloring, watching movies, and playing his video games. Walking and tossing the football would be good physical activities that can help [client #1] to calm down. Coloring is also a good way to relax. Staff can try some deep breathing exercises with [client #1] to help calm him as well.</p> <p>- Positive Attention and Reinforcement: Everyone working with [client #1] will attempt to reinforce his positive behaviors through verbal praise and positive attention. Pay attention to when he is doing something well or exhibiting pro-social behavior, and then praise. [Client #1] may use maladaptive behavior to gain attention. So, giving attention where it is due while at the same time ignoring maladaptive behaviors will this naturally shape more positive behaviors.</p> <p>- Relaxation Exercise Practice: Staff will encourage [client #1] to practice one relaxation technique once a day....</p> <p>Reactive Strategies</p> <p>Physical Aggression</p> <p>a. If [client #1] is physically aggressive, ask him to stop the behavior. Use blocking techniques to prevent any injuries to others.</p> <p>b. If he does not respond to verbal redirection, and the behavior continues, attempt to guide him to a quiet area such as his room making (sic) his roommate is not in the room.</p> <p>c. Speaking calmly attempt to find out what has upset [client #1] and try to help him process a resolution.</p> <p>d. If he remains physically aggressive and is at risk of harming himself or peers, staff may use techniques provided in Handle with Care training to protect [client #1] and others from harm. This can include physical restraints.</p> <p>e. If staff have a reason to believe [client #1] may</p>				

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	<p>have any sort of weapon in his room or his locker that he is planning to use to hurt anyone, they will contact the [QIDP] for authorization to conduct a room and locker sweep.</p> <p>f. Staff will document the event in [digital record keeping system].</p> <p>1. All incidents of physical aggression or use of a physical restraint must be reported verbally to a supervisor as soon as the situation is safe.</p> <p>Untrustworthy Behavior</p> <p>1. At no time is [client #1] allowed to borrow items from others or trade possessions.</p> <p>2. At no time is [client #1] allowed to sell his personal items without express, written permission from his legal guardian.</p> <p>3. At no time are staff to allow [client #1] access to their personal possessions. If there are any concerns, staff should lock their possessions away.</p> <p>b. If staff are aware of [client #1] manipulating others for items, they are to address him in a private area....</p> <p>c. If [client #1] has manipulated a peer out of a personal possession, have [client #1] return the item.</p> <p>d. If it is suspected that [client #1] has stolen an item, and he is refusing to return the item, staff are to contact the [QIDP] for approval to conduct a room and locker sweep to check for the missing or stolen item.</p> <p>e. If [client #1] approaches staff and states he has money he wants to spend, staff are to verify the source of the money before taking him anywhere to purchase anything.</p> <p>f. Any money given to [client #1] by family or friends will be handed directly to staff and added to cash on hand log and locked up until approved shopping trips.</p> <p>g. Staff need to talk to [client #1] about how to gain trust of others and have him state examples</p>			

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	<p>of how he can build trust.</p> <p>h. If it is determined that [client #1] did steal an item, the IST will discuss on a case by case basis whether financial restitution is feasible based on [client #1's] current finances and ability to understand the impact of the decision.</p> <p>i. Staff is to be documented in [digital record keeping system]."</p> <p>Client #2's record was reviewed on 10/6/21 at 2:10 pm.</p> <p>Client #2's BSP dated 8/30/21 indicated the following:</p> <p>"Target Behaviors</p> <p>Physical Aggression: Any intentional behavior that is directed towards others in an aggressive manner and jeopardizes the safety of others, himself, and staff. [Client #2] has become upset with staff and housemates. [Client #2] has engaged in fighting with others when he does not get what he wants.</p> <p>Behavioral Goals</p> <p>Physical Aggression</p> <p>Replacement Behavior: [Client #2] will decrease his physical aggression by utilizing more appropriate communication skills and pictures to effectively communicate his wants and needs.</p> <p>Goal: [Client #2] will decrease his incidents of physical aggression to five or less incidents per month for three consecutive months.</p> <p>Proactive Strategies</p> <p>Communication</p> <ul style="list-style-type: none"> - Spend a couple of minutes talking with him, most of his target behaviors are attention seeking. - Thank him for coming to staff with his problem and give him the time to speak about his frustrations. He wants to be heard and understood.... - Speak to him in a calm, neutral-toned voice at 				

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	<p>all times.</p> <ul style="list-style-type: none"> - Maintain personal boundaries and do not make promises. - When making a request of him, do so in the form of a question... - Do not talk about negative topics in front of [client #2]. - [Client #2] likes to be left alone when he is upset, allow him his space. <p>Structured Environment</p> <ul style="list-style-type: none"> - [Client #2] should be provided a structured environment so he knows what to expect. - A calendar will assist with upcoming events... - Setting a timer so he knows how much time is allotted to the certain activities. - Consistent daily routines are important for success. <p>Relaxation Exercises</p> <ul style="list-style-type: none"> - Listen to relaxing music.... - As often as possible (ideally daily), staff/family will prompt [client #2] to practice relaxation exercises when he becomes upset or nervous.... <p>Reactive Strategies</p> <p>Physical Aggression</p> <ol style="list-style-type: none"> a. When staff suspects that [client #2] is about to become physically aggressive, staff should first determine if they are the source of the agitation. b. If staff are making demands of him or redirecting him, they may want to first back off a little and give [client #2] some space to process his feelings and the information staff are presenting to him. c. If he continues, try redirecting him to a more appropriate activity without mentioning his behavior. Offer to listen to him by asking if he can tell why it is, he's upset. d. Use a calming voice that is neutral and free of emotion or excitation. Offer assistance to help him get control of himself and to voice what's going on. 			

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	<p>e. Use language that is simple and direct.</p> <p>f</p> <p>. Do not talk down to [client #2].g. It is important for staff and others to stay at least an arm's length away from [client #2] when he appears agitated. Do not box him in or block his escape route.h. Scan the area for objects [client #2] can use as weapons and remove those items.i. If [client #2] continues to aggress, staff will use Dungarvin Handle with Care response blocks when [client #2] attacks them physically....j. If he continues to demonstrate physical aggression, staff will need to follow the restraint protocol as demonstrated and practiced in the Handle with Care training.k. Staff should refrain from talking with [client #2] during a restraint other than reminding him to 'relax' or 'breathe.'l. The restraint should continue until [client #2] is able to completely relax his body for 2-3 minutes at which time the staff will praise him for relaxing and inform him they will release one hand, but if he continues to struggle with them, they will return to the full restraint....m. If [client #2] begins physical aggression after being released, the process will start again...."Client #4's record was reviewed on 10/6/21 at 2:15 pm.Client #4's BSP dated 11/21/19 indicated the following:"Targeted BehaviorsInsufficient Coping Skills: Insufficient coping skills are defined as the inability to control an impulse or</p>			

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	<p>desire. [Client #4] displays a lack of self-control when it comes to playing with his electronics. [Client #4] will play his electronics up to nine hours a day or more while neglecting more important things in his life. As result of his dedication to these games he will refuse to eat, talk to family members, or develop other social relationships. There has been numerous times where [client #4] has passed out because of a lack of food....Replacement Behaviors:- Request a break- this is defined as [client #4] using his communication skills to request a break when he becomes overwhelmed when someone is giving him an instruction. This allows him to escape the task/situation in a safe way, and return to said task after he has had time to calm down instead of engaging in avoidance behavior.- Relaxation/coping Skills Training: This is defined as [client #4] engaging in activities that develop his coping skills, so that he is able to overcome the addictions that come with playing games.. These activities can include deep breathing, progressive muscle relaxation, used visualization techniques to help her relax, and listening to music.- Pro-social expressions of feelings/frustrations: This is defined as [client #4] working on his communication and engaging in expressing his feelings and frustrations in appropriate ways and situations. Let [client #4] know that is encouraged that he expresses his</p>			

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	<p>frustration at times, and that this helps decrease stress. Encourage journaling or talking out his feelings to destress several times a week. Most Common Occurring Antecedents: (Antecedents are triggers that increase the likelihood of a behavior occurring. Antecedents are usually connected to the environment. If staff members work hard to avoid these the frequency of the behaviors will decrease. Staff members should work to control the environments that trigger client. Make all attempts to avoid the following triggers.)- Being told what to do- Not being able to play games for long hours- Working long hours at a job- Having freedom taken away- Social outings at times- Completing daily living skills- Receiving instruction from others</p> <p>Verbal De-escalation Techniques: The best way to handle Client's anger is to not react to it by becoming upset and argumentative. Do not cater to Client when he is angry or demanding; remain calm and in control and maintain the fair expectations already laid out for him.</p> <p>Client's Behavior Consultant will be teaching anger management skills to Client; remind him to use these. When Client does become angry, safety is 1st priority for others. Be aware of and implement the following:</p> <p>How to Respond Verbally- Remain calm and in control - When someone is directing defiance toward you, the natural but incorrect tendency is to</p>			

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	<p>respond likewise. Unfortunately, this tends to cause the other person to become even angrier. A calm reply and cool head are essential. Respond empathetically. An angry person is beginning to lose rational thought. Validate Client's feelings (if applicable). Denying how he feels or trying to force or control the situation will accentuate the anger. Don't engage in a power struggle; power struggles are rarely profitable. Respond calmly and say something like, 'I understand you are upset.' or 'I know you don't want to do _____.' - Be aware of your paraverbals - The three paraverbal components are tone, volume, and rate. When Client is upset it is more likely that he will initially respond to paraverbals versus your words. Use a tone of voice that is calming. Avoid tones that suggest impatience, disgust, or sarcasm. Volume should be moderate - not too loud or too soft. Speak clearly and slowly. Too rapid or too halting speech conveys agitation and loss of control. By speaking calmly and clearly, you are more likely to de-escalate Client's anger and are more likely to be heard. - Use Client's name - People respond to their name and are more likely to calm down if you use it. - Set limits - Give choices and consequences. This technique gives information to the other person for making a conscious choice. Client may benefit from choosing to spend time alone until he is able to calm down.</p>			

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	<p>Choices need to be clear, concise, and enforceable. Always give Client ample time to respond to requests/choices. How to Respond Nonverbally- Nonverbals are probably the most important aspect of dealing with a potentially aggressive person. Studies show, when in a rational state of mind, body language conveys about 55 percent of our message, paraverbal communication about 35 percent, and verbal communication about 10 percent. When dealing with an agitated person, even more is conveyed nonverbally and less verbally.- Respect personal space - Personal space is the area around a person in which he feels safe. For most persons and situations, it is about 2 to 3 feet. Entering an upset person's personal space intensifies emotions. As a general rule, keep at least one leg length away (about 36 inches) to prevent escalation and to increase your own safety.- Maintain an open stance - Slightly turn your body at an angle to the other person. Keep your hands open and in plain view. This stance is less threatening. Do not cross your arms or point your finger.- Eye contact and facial expression should be appropriate to the situation - Your face and eyes convey a direct message to the other person. Maintain general eye contact, but do not stare through the other person. Your facial expression should be serious but not angry or fearful. You want to convey concern</p>			

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	<p>and control.- These techniques are helpful in preventing emotional escalation and should be used in daily interactions with Client.Prevention of Problem Behaviors/Proactive Strategies:(These prevention of problem behaviors and proactive strategies should be used as teaching techniques prior to the targeted behaviors occurring. Staff members should be using these techniques and adopting them when communicating with client)In close observation of [client #4] he fails to complete daily living skills because of non-social reasons. The addiction to video games causes him to avoid all responsibility such as grooming, eating, socializing with others, and leaving his room.1. Teaching coping skills and positive replacement behaviors should assist in reducing these behaviors.2. Provide attention for behaviors we wish to increase would also be helpful in reducing these undesired behaviors.3. Using proactive strategies and teaching replacement behaviors will be helpful in reducing maladaptive behaviors while increasing more functional behaviors.4. Staff/ Caregivers shouldn't provide any negative attention for any unwanted behavior to reinforce proper behaviors.5. Encourage [client #4] to participate in programs that allows him to spend time outside the home, and build relationships.6. Caregivers should encourage [client #4] to write down his</p>			

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	<p>desires and frustrations in a notebook.7.</p> <p>Caregivers and staff should take time to listen to [client #4's] desires and frustration in a non-judgmental way.8.</p> <p>Give social praise every times progress is made on a task to help build confidence and a positive reward system.9.</p> <p>Caregiver and staff should remind [client #4] the chores that should be completed.10.</p> <p>[Client #4] will meet regularly with the behavior consultant to develop relaxation skills, coping skills, and more appropriate social skills to help him make better choices. Family can remind [client #4] to practice these techniques so that he can use them when he gets stressed.11.</p> <p>Rules and consequences needs to be stated clearly for [client #4] and staff should ask questions to verify that he understands clearly what the consequences for her behaviors are.12.</p> <p>Keeping consistent with [client #4's] behavioral plan and the agreed reactive strategies that should be used when [client #4] is exhibiting a target behavior.13.</p> <p>Caregivers/Staff should require [client #4] to complete chores and grooming before playing any electronics. This should be made a consistent routine.14.</p> <p>Allow [client #4] to have choices with clear consequences spelled out for appropriate choices and also for choices that her family would like to see extinguished.15.</p> <p>Staff and caregivers should refrain from saying 'no' and should offer choices to redirect instead Proactive</p>			

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	<p>Replacement Behavior Training: (Replacement behaviors are positive behaviors that we want client to have versus the targeted behaviors. These can be practiced and rehearsed with client. Some of the replacement strategies will be completed by the behavior consultant through brief sessions but staff members should attempt to follow replacement behavior strategies and increase these positive behaviors as much as possible.)Relaxation/ Coping Skills Training: This is defined as [client #4] engaging in activities that assist with managing his addiction to electronics. These activities can include deep breathing, progressive muscle relaxation, and visualization techniques to help him relax and focus on other activities. The purpose of this activity is to control the impulses and desire to play games for such long hours. Lastly, this will also help with his ADHD...."Client #7's record was reviewed on 10/6/21 at 2:30 pm.Client #7's BSP dated 10/1/21 indicated the following:"Target BehaviorsPhysical Aggression: Anytime [client #7] displays or attempts to strike, kick, punch, bite, shove, or throw objects towards others with the intent of physically harming others. Intentionality must be present. Play fighting without intention to cause harm does not count as an occurrence of the behavior....Behavioral Goals and Replacement BehaviorsVerbal and</p>			

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	<p>Physical AggressionReplacement</p> <p>Behavior: [Client #7] will utilize healthy coping skills such as breathing exercises, communicating his feelings with staff, walking away from situations, listening to music, or practicing mindfulness techniques to help decrease instances of target behaviors. Goal: [Client #7] will utilize healthy coping skills to lower instances of verbal aggression and physical aggression to zero instances per month....Proactive Strategies-</p> <p>Communication: Offer [client #7] the chance to sit and talk privately about what he is working on. He enjoys 'venting' to staff. During this 'venting' if [client #7] asks for advice, staff should use that opportunity to help him calm down and redirect him so he does not fixate on whatever it is he is 'venting' about.</p> <p>Sometimes when [client #7] 'vents' what he is 'venting' about is not always true, so staff may be aware and be observant when speaking with [client #7] about his concerns. - Staff should never talk down to or yell at [client #7]. - Structured environment: [Client #7] would benefit greatly from having a structured environment. Structured activities can provide him with a framework to keep him busy with more positive daily activities. Down time can often lead to conflicts or fixation. - Relaxing activities: [Client #7] likes to take walks, if staff see he may be getting upset offer walking</p>			

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	<p>around the block with him to help calm him down. He also enjoys sitting in his chair or on the back porch. Alone time is relaxing for [client #7], when he starts to get upset, staff can ask him if he'd like some time alone in his room or on the back porch to breathe and calm down some.- Positive Attention and Reinforcement: Everyone working with [client #7] will attempt to reinforce his positive behaviors through verbal praise and positive attention. Pay attention to when he is doing something well or exhibiting pro-social behavior, and then praise. [Client #7] may use maladaptive behavior to gain attention. So, giving attention where it is due while at the same time ignoring maladaptive behaviors will thus naturally shape more positive behaviors.- Relaxation Exercise Practice: Staff will encourage [client #7] to practice one relaxation technique once a day....Reactive StrategiesPhysical Aggressiona. If [client #7] is observed engaging in physical aggression, immediately tell [client #7] to 'stop' while moving into position to keep him and others from harm. Priority at all times is the individual's safety....b. If [client #7] is unable to calm down using these techniques and is in immediate danger of hurting himself or others, staff should follow facility policy and procedures as necessary to protect him and others. This includes blocking or other restraint</p>				

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	<p>procedures already trained to Dungarvin staff members in Handle with Care...."QIDP #1 was interviewed on 10/6/21 at 1:06 pm and stated, "To prevent behaviors, we're trying to keep them busy with activities. They each have different activities they do at the house.</p> <p>[Client #2] likes to watch movies. [Client #1] likes to color and listen to music.</p> <p>We're planning activities outside the house as well. They seem to enjoy those.</p> <p>[Client #4] has a job. We're looking at day services for [client #2]. "Behavior Clinician #1 was interviewed on 10/6/21 at 2:26 pm and stated, "For them, staying busy is pretty important. I've been talking to staff about keeping them all busy.</p> <p>When they're all home, hanging out, when they get bored or are together too long, they start to argue." AD #1 was interviewed on 10/6/21 at 1:06 pm and stated, "The behavior clinician is planning weekly activities. The more people are active or getting out of the house, the better their day is going to go." AD #1 stated, "Any type of aggression or physical abuse is reported to BDDS. An investigation is completed within 5 business days. We talk to anyone who was present and collect information. We look for trends and the bigger picture." The facility's Policy and Procedure Concerning Abuse, Neglect, and Exploitation dated 5/21/21 was reviewed on 10/6/21 at 12:00 pm and indicated the</p>			

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	following: "Abuse, neglect or exploitation of the individuals served is strictly prohibited in any Dungarvin service delivery setting. All persons working for the organization and/or providing services to individuals are mandated by law to report suspected abuse, neglect, or exploitation. It is the policy of this organization to inform appropriate agencies of suspected or actual abuse, neglect, or exploitation and to cooperate fully with the investigation of such. All Dungarvin employees are required to cooperate with internal and external investigations. Dungarvin management engages in an on-going process of assessing the risk for abuse, neglect, or exploitation, and in developing responses to prevent abuse, neglect, or exploitation. I. Definitions A. Physical abuse is defined as any act which constitutes a violation of the assault, prostitution, or criminal sexual conduct statutes, including intentionally touching another person in a rude, insolent or angry manner; willful infliction of injury; unnecessary restraint/confinement resulting from physical or chemical intervention; any sexual contact between staff and an individual including rape, molestation, coercion and exploitation. Unnecessary restraint/confinement is defined as any physical intervention that limits the movement or mobility of an individual that is not outlined in an			

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W 0242 Bldg. 00	<p>individual's behavior support plan. Any restraint that is done to prevent serious harm or injury to the individual or others may be necessary in emergency situations; however, each instance will be investigated as potential abuse as outlined in section III B of this policy....C. Neglect is defined as failure to provide appropriate care, supervision or training; failure to provide food and medical services as needed; failure to provide a safe, clean and sanitary environment; and/or failure to provide medical supplies/safety equipment as indicated in the Individual Support Plan (ISP)."9-3-2(a)</p> <p>483.440(c)(6)(iii)</p> <p>INDIVIDUAL PROGRAM PLAN</p> <p>The individual program plan must include, for those clients who lack them, training in personal skills essential for privacy and independence (including, but not limited to, toilet training, personal hygiene, dental hygiene, self-feeding, bathing, dressing, grooming, and communication of basic needs), until it has been demonstrated that the client is developmentally incapable of acquiring them.</p> <p>Based observation, record review, and interview for 1 additional client (#7), the facility failed to ensure client #7's Individual Support Plan (ISP) addressed his refusal to sleep in a bed.</p> <p>Findings include:</p> <p>Observations were conducted in the group home on 10/4/21 from 2:51 pm to 4:30 pm and on 10/6/21 from 7:45 am to 9:00 am. Client #7</p>	W 0242	<p><u>W 242</u> <u>Individual Program Plan</u> <u>(Standard)</u> - Facility failed to ensure client #7's ISP addressed his refusal to sleep in a bed.</p> <p><u>Corrective action for resident(s)</u> <u>found to have been affected</u> All parts of the POC for the survey with event ID GII012 will be fully</p>	11/12/2021

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	<p>was present in the home throughout the observation period.</p> <p>Client #7 shared a bedroom with client #5. Throughout the observation periods, on client #7's side of the bedroom, there was a recliner with clothing and blankets piled on it.</p> <p>Client #5 was interviewed on 10/5/21 at 2:57 pm and stated, "[Client #7] is my roommate. He sleeps out on the back porch. He never sleeps in our room."</p> <p>Direct Support Professional (DSP) #1 was interviewed on 10/4/21 at 3:00 pm and stated, "[Client #7] said he can't sleep lying flat, so he has this recliner in his room."</p> <p>DSP #4 was interviewed on 10/4/21 at 3:38 pm and stated, "[Client #7] sleeps on the rocking chair in the living room. One day I came in and his mattress and bed were in the garage. I don't know why they were taken out. He was sleeping on the chair in his bedroom. Now he sleeps in the living room. I haven't seen him sleep on the back porch." DSP #4 stated, "[Client #7] complains about his roommate (client #5) snoring. That is the only reason I know about."</p> <p>On 10/6/21 at 7:45 am, client #7 was sleeping in a recliner in the dining room. Client #7 was covered with a blanket and was snoring.</p> <p>Client #7's record was reviewed on 10/6/21 at 12:00 pm. Client #7's ISP dated 9/1/21 did not include a training program to address his refusal to sleep in his bed.</p> <p>Qualified Intellectual Disabilities Professional (QIDP) #1 was interviewed on 10/6/21 at 1:06 pm and stated, "[Client #7] will sleep in the living room, on the porch, or in a chair in his room. He chooses to not sleep in his bed. He had a bed</p>			<p>implemented, including the following specifics:</p> <ul style="list-style-type: none"> Program Director/QIDP is implementing a new goal in the ISP for client #7 to promote sleeping in his bed. Facility staff will receive training on the new goal and related documentation expectations. Client #7's bed was brought back in from the garage where he had asked for it to be stored and placed in his bedroom. He has access to both his bed and chair and staff will encourage him to sleep in his bed as much as possible to promote his overall health. Program Director/QIDP is being retrained on this standard and on the expectation that identified needs such as a refusal to sleep in a bed should be addressed through programming identified in the client's ISP. <p><u>How facility will identify other residents potentially affected & what measures taken</u> All residents potentially are affected, and corrective measures address the needs of all clients.</p> <p><u>Measures or systemic changes facility put in place to ensure no recurrence</u> All ICF QIDPs will review this finding to ensure that this deficiency is addressed at all Dungarvin ICF-ID/DD facilities.</p>

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W 0417 Bldg. 00	<p>until it was moved out because he wanted a chair instead. He said the chair is custom made. The chair came with him when he moved in. Only the chair in his room is custom made. The other chairs he sleeps in aren't custom made." QIDP #1 stated, "I don't think it is addressed his ISP (Individual Support Plan). The behavior specialist and I talked about it, but I don't know if she included it in the BSP (Behavior Support Plan)."</p> <p>Senior Director #1 was interviewed by phone on 10/6/21 at 12:00 pm and stated, "I talked to [client #7], and he asked for a recliner. We removed his bed because he requested it. He was sleeping on the back patio."</p> <p>Area Director (AD) #1 was interviewed on 10/6/21 at 1:06 pm and stated, "I don't see anything about the chair that is custom made." AD #1 stated, "The Senior Director was at the house and tried to talk to him about the house. We were all trying to talk to him about what we can do to make it more comfortable. He had the bed in his room. It is in the garage now. It can easily be put back in. We did stop the sleeping on the porch. At 10:00 everyone needs to come inside. He responded really well to that." AD #1 stated, "We didn't follow through on including it in the ISP."</p> <p>9-3-4(a)</p> <p>483.470(b)(4)(i) CLIENT BEDROOMS The facility must provide each client with a separate bed of proper size and height for the convenience of the client.</p> <p>Based observation and interview for 1 additional</p>		W 0417	<u>W 417</u> <u>Client Bedrooms (Standard) –</u>	11/12/2021

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	<p>client (#7), the facility failed to provide client #7 with a bed.</p> <p>Findings include:</p> <p>Observations were conducted in the group home on 10/4/21 from 2:51 pm to 4:30 pm and on 10/6/21 from 7:45 am to 9:00 am. Client #7 was present in the home throughout the observation period.</p> <p>Client #7 shared a bedroom with client #5. Throughout the observation periods, on client #7's side of the bedroom, there was a recliner with clothing and blankets piled on it.</p> <p>Client #5 was interviewed on 10/5/21 at 2:57 pm and stated, "[Client #7] is my roommate. He sleeps out on the back porch. He never sleeps in our room."</p> <p>Direct Support Professional (DSP) #1 was interviewed on 10/4/21 at 3:00 pm and stated, "[Client #7] said he can't sleep lying flat, so he has this recliner in his room."</p> <p>DSP #4 was interviewed on 10/4/21 at 3:38 pm and stated, "[Client #7] sleeps on the rocking chair in the living room. One day I came in and his mattress and bed were in the garage. I don't know why they were taken out. He was sleeping on the chair in his bedroom. Now he sleeps in the living room. I haven't seen him sleep on the back porch." DSP #4 stated, "[Client #7] complains about his roommate (client #5) snoring. That is the only reason I know about."</p> <p>On 10/6/21 at 7:45 am, client #7 was sleeping in a recliner in the dining room. Client #7 was covered with a blanket and was snoring.</p> <p>Qualified Intellectual Disabilities Professional (QIDP) #1 was interviewed on 10/6/21 at 1:06</p>		<p>Facility failed to provide client #7 with a bed.</p> <p><u>Corrective action for resident(s) found to have been affected</u></p> <p>All parts of the POC for the survey with event ID GII012 will be fully implemented, including the following specifics:</p> <ul style="list-style-type: none"> Client #7's bed was brought back in from the garage where he had asked for it to be stored and placed in his bedroom. He has access to both his bed and chair and staff will encourage him to sleep in his bed as much as possible to promote his overall health. Program Director/QIDP is implementing a new goal in the ISP for client #7 to promote sleeping in his bed. Facility staff will receive training on the new goal and related documentation expectations. Program Director/QIDP will review this standard and the expectation that a client or IST request for an exception or variation to this standard would require a documented team discussion and review by upper management to ensure appropriate documentation was placed in the ISP and client file to justify the variation from the standard if approved. <p><u>How facility will identify other</u></p>	

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G573	(X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	(X3) DATE SURVEY COMPLETED 10/13/2021	
NAME OF PROVIDER OR SUPPLIER DUNGARVIN INDIANA LLC			STREET ADDRESS, CITY, STATE, ZIP CODE 51778 TROWBRIDGE LN SOUTH BEND, IN 46637		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
W 9999 Bldg. 00	<p>pm and stated, "[Client #7] will sleep in the living room, on the porch, or in a chair in his room. He chooses to not sleep in his bed. He had a bed until it was moved out because he wanted a chair instead. He said the chair is custom made. The chair came with him when he moved in. Only the chair in his room is custom made. The other chairs he sleeps in aren't custom made." QIDP #1 stated, "I don't think it is addressed his ISP (Individual Support Plan). The behavior specialist and I talked about it, but I don't know if she included it in the BSP (Behavior Support Plan)."</p> <p>Area Director (AD) #1 was interviewed on 10/6/21 at 1:06 pm and stated, "I don't see anything about the chair that is custom made." AD #1 stated, "The Senior Director was at the house and tried to talk to him about the house. We were all trying to talk to him about what we can do to make it more comfortable. He had the bed in his room. It is in the garage now. It can easily be put back in. We did stop the sleeping on the porch. At 10:00 everyone needs to come inside. He responded really well to that."</p> <p>Senior Director #1 was interviewed by phone on 10/6/21 at 12:00 pm and stated, "I talked to [client #7], and he asked for a recliner. We removed his bed because he requested it. He was sleeping on the back patio."</p> <p>9-3-7(a)</p>		W 9999	<p><u>residents potentially affected & what measures taken</u> All residents potentially are affected, and corrective measures address the needs of all clients.</p> <p><u>Measures or systemic changes facility put in place to ensure no recurrence</u> All ICF QIDPs will review this finding to ensure that this deficiency is addressed at all Dungarvin ICF-ID/DD facilities. Program Director/QIDP and Area Director are both responsible to ensure during frequent program visits that each individual has their own appropriate bed and that identified needs are addressed in a timely/aggressive fashion.</p>	11/12/2021

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				standards and conditions were cleared. This tag is not referenced on the current report of cited standards.