

Health Regulation & Licensing Administration

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HFD12-0011	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/18/2011
NAME OF PROVIDER OR SUPPLIER WARD & WARD		STREET ADDRESS, CITY, STATE, ZIP CODE 825 FERN PL, NW WASHINGTON, DC 20012	
(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) COMPLETE DATE
1000	<p>INITIAL COMMENTS</p> <p>On August 3, 2011, the Department of Health (DOH) received notification of a complaint from an anonymous individual via US Mail. The complainant identified the following concerns:</p> <p>Allegation #1: Theft and misuse of resident monies.</p> <p>Findings: Interview with management staff and the review of the resident's financial records failed to reveal mismanagement of resident funds. Deficiencies, however, were cited for failure to have an effective system for financial record keeping.</p> <p>Conclusion: This allegation could not be substantiated.</p> <p>Allegation #2: Resident abuse and neglect.</p> <p>Findings: Interview with the facility's administrator and the review of the facility's incident management system failed to show evidence of abuse/neglect.</p> <p>Conclusion: This allegation could not be substantiated.</p> <p>Allegation #3: Falsification of documentation.</p> <p>Conclusion: This allegation could not be substantiated.</p> <p>Allegation #4: Unsanitary living conditions.</p> <p>Findings: Deficiencies were cited in the area of housekeeping.</p> <p>Conclusion: This allegation could not be</p>	1000	<p><i>Received 10/28/11</i></p> <p>Department of Health Health Regulation & Licensing Administration Intermediate Care Facilities Division 800 North Capitol St., N.E. Washington, D.C. 20002</p>

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE *Michael Warren*

TITLE *Program Director* (X6) DATE *10/24/11*

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I 000	Continued From page 1 substantiated. Allegation #5: Individuals given wrong medication and unreported medication errors. Findings: Review of the facility's medical records failed to evidence any incidents of individuals receiving the wrong medication and or medication errors. Conclusion: This allegation could not be substantiated. Allegation #6: Hostile work environment. Findings: Interviews conducted with facility employees failed to evidence a hostile work environment. Conclusion: This allegation could not be substantiated. Due to the nature of the anonymous complaint, on August 18, 2011, an onsite investigation was initiated. A sample of four residents was selected from a population of four men with varying degrees of intellectual disabilities. The findings of this investigation were based on observations, interviews with direct care staff, the agency's management staff, and a review of the clinical, financial and administrative records. Additionally, this investigation included a review of the facility's incident management system.	I 000		
I 090	3504.1 HOUSEKEEPING The interior and exterior of each GHMRP shall be maintained in a safe, clean, orderly, attractive, and sanitary manner and be free of	I 090		

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I 090 Continued From page 2

accumulations of dirt, rubbish, and objectionable odors.

This Statute is not met as evidenced by: Based on observation and inspection, the Group Home for Persons with Intellectual Disabilities (GHPID) failed to maintained the interior and exterior of the facility in a safe, clean, orderly, attractive, and sanitary manner.

The findings include:

Observations during the environmental walk-through with the Qualified Intellectual Disabilities Professional (QIDP) on August 18, 2011, beginning at approximately 10:20 a.m., revealed the following:

1. The front yard has large bare spots in the soil, and very little grass.
2. The rear ramp has elevated boards on the top railing with sharp edges that can cause injury to hands if residents or staff were to rub across them.
3. In resident #2's bedroom the dresser drawers had staples sticking out of them, and the front of two of the drawers were broken.
4. The first floor common bathroom had several holes in the wall. Also, around the tub and the toilet had caulking missing on the around the floor.

The above cited deficiencies were acknowledged by the facility QIDP at approximately 10:40 a.m. The QIDP indicated she would put in a repair order in at the conclusion of the inspection.

I 090

1090:

1. Replaced sod in front yard.
 2. Ramp and railing repaired.
 3. Replaced dresser.
 4. Repaired holes in wall in first floor bathroom.
- All repairs and replacements completed by 10/28/11. Additionally the Facility Managers will complete a facility checklist weekly and monitored by QDPP weekly, finally reviewed by Program Director monthly.

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I 160	<p>3507.1 POLICIES AND PROCEDURES</p> <p>Each GHMRP shall have on site a written manual describing the policies and procedures it will follow which shall be as detailed as is necessary to meet the needs of each resident served and provide guidance to each staff member.</p> <p>This Statute is not met as evidenced by: Based on interview and record review the GHPID failed to ensure that contract services documentation was on file for the regulatory agency's review for two of the four residents residing in this facility. (Resident #1 and #2)</p> <p>The findings include:</p> <p>Interview with the Human Resources Administrator on August 5, 2011 at approximately 10:30 a.m., revealed that the agency contracts with a travel agency in order to plan the residents vacation travel arrangement as evidenced below:</p> <p>Review of the contract from Brannan Tours failed to show evidence of all detail of all the necessary expenses for Resident #1 and #2's vacation to Niagara Falls, Canada late June 2010. Review of the itinerary revealed that several activities would occur and additional cost would be required during the vacation.</p> <p>Review of Resident #1 and #2's bank statements, funds requests and receipts failed to evidence an itemized statement of expenses. A withdrawal of \$900.00 May 28, 2010 from the Resident #2 bank account (\$400 on 5/5/10 and \$500.00 on 5/13/10). However, neither of the Resident's financial records evidence any receipt from their vacation.</p> <p>Review of the attached flyer for Niagara Falls</p>	I 160	<p>See TAG # 1188 of 807 S.O.D.</p> <p>Please see attached invoices of Niagara falls vacation with which indicates Hotel and breakfast.</p>

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I 160	Continued From page 4 revealed a rate sheet for a payment plan. However, further review of the flyer confirmed that the client stayed at the Marriott Fallview Hotel in Canada. The following documentation was not available for regulatory review in Resident #2 and #1 financial records : 1. Hotel receipts 2. Meal receipts 3. Recreation receipts 4. Tour receipt 5. Entertainment receipts No receipts were available as detailed in the travel itinerary for additional leisure and recreational opportunities for Resident #1 and #2.	I 160	
I 189	3508.7 ADMINISTRATIVE SUPPORT Each GHMRP shall maintain records of residents' funds received and disbursed. This Statute is not met as evidenced by: Based on staff interview and record review, the group home for persons with intellectual disabilities (GHPID) failed to ensure a system had been implemented to maintain a complete accounting of residents' personal funds, for four of four residents residing in this facility. (Residents #1, #2, #3 and #4) The findings include: On August 9, 2011 at 11:00 a.m. a review was conducted of each resident financial disbursement. The records failed to evidence personal funds received and disbursed on behalf of Resident #1, #2 and #3's were maintained as evidenced below:	I 189	See TAG # 1188 of BOT S.O.P.

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I 189	<p>Continued From page 5</p> <p>1. Interviews on August 9, 2011 at 1:30 a.m. with the Financial Analyst and the Financial Administrator revealed that Resident #1 has a personal bank account. Further interview with the Financial Analyst on August 11, 2011 at approximately 11:00 a.m., failed to reveal that Resident #1 personal funds were being monitored and accounted as evidenced below:</p> <p>a. On 1/15/11, CVS receipts reveal that metro passes were purchased for two staff totaling \$10.00 each from the residents personal funds.</p> <p>b. On 11/20/10, Resident #1 went to the Majestic 20 movie theatre. Review of the available receipt revealed that one staff admission totaling \$9.00 was paid out of the residents personal funds.</p> <p>c. On 10/30/10, Resident #1 went to the Majestic 20 movie theatre. Review of the available receipt revealed that two staff admission at \$9.00 each was paid out of the residents personal funds.</p> <p>d. On 8/21/10, Resident #1 went to the Majestic 20 movie theatre. Review of the available receipt revealed that two staff admission at \$9.00 each was paid from the residents personal funds.</p> <p>2. Interviews conducted with the Financial Analyst and the Financial Administrator on August 9, 2011 at 10:00 a.m. revealed that Resident #3 has a personal bank account. Further interview with the Financial Analyst on August 11, 2011 at approximately 11:00 a.m., failed to reveal that Resident #3's personal funds were being accounted for as evidenced below:</p> <p>a. On 8/9/10, Resident #3 was disbursed a total of \$64.00 from his personal funds for leisure and</p>	I 189	<p>1. See Tag # 1188 of 807 S.O.D.</p> <p>2. See TAG # 1188 of 807 S.O.D.</p>

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I 189	<p>Continued From page 6</p> <p>recreation activities expenses. Review of the available receipts revealed that on 8/28/10 two staff admission to the Majestic 20 Theatre at \$9.00 each was paid out of the residents personal funds:</p> <p>b. On 9/06/10, Resident #3 was disbursed a total of \$66.00 from his personal funds for recreational activities and grooming expenses. Review of the available receipts dated 9/4/10 reveal that metro pass were purchased at CVS for two staff totaling \$10.00 each from the residents personal funds. Additionally, another receipt revealed that \$9.00 for a staff person admission to the movies was paid out of his personal funds.</p> <p>c. On 10/5/10, Resident #3 was disbursed a total of \$72.20 for his recreation and grooming expenses. Review of the available receipt revealed that metro passes were purchased at CVS for two staff totaling \$10.00 each from the residents personal funds. Additionally, on 10/30/10 two staff admission at \$9.00 each to the Majestic 20 theatre was paid out of the residents personal funds.</p> <p>d. On 11/16/10, Resident #3 was disbursed a total of \$100.00 for shopping and grooming expenses. Review of the available receipts revealed total of \$55.96. A total of \$44.04 was unaccounted from the \$100.00 disbursement.</p> <p>e. On 1/10/11, Resident #3 was disbursed \$100.00 for entertainment and grooming expenses. Review of the available receipts revealed that metro passes were purchased at CVS for two staff totaling \$10.00 each out of the residents personal funds.</p> <p>3. Interviews conducted with the Financial</p>	I 189	<p>3. See TAG# 1188 of 801 S.O.D.</p>

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I 189	<p>Continued From page 7</p> <p>Analyst and the Financial Administrator on August 9, 2011 at 11:30 a.m. revealed that Resident #4 has a personal bank account. Further interview with the Financial Analyst on August 11, 2011 at approximately 11:00 a.m., failed to reveal that Resident #2 personal funds were being accounted for as evidenced below:</p> <p>a. On 1/10/11, Resident #4 was disbursed \$100.00 for entertainment and grooming expenses. Review of the available receipts revealed that metro passes were purchased at CVS for two staff totaling \$20.00 from the residents personal funds.</p> <p>b. On 12/15/10, Resident #4 was disbursed \$100.00 for shopping and grooming expenses. Review of the available receipts revealed a total of \$95.49. A total of \$4.51 was unaccounted from the \$100.00 disbursement.</p> <p>c. On 10/1/10, Resident #4 was disbursed \$100.00 for entertainment, shopping and grooming expenses. Review of the available receipts revealed a total of \$75.39. A total of \$24.65 was unaccounted from the \$100.00 disbursement.</p> <p>d. On 10/21/11, available receipts revealed that metro passes were purchased at CVS for two staff \$10.00 each (totaling \$20.00) was paid from the residents personal funds. Additionally, another receipt revealed that \$9.00 each (totaling \$18.00) for two staff persons admission to the movies was paid out of the resident's personal funds.</p> <p>e. On 9/4/10, Resident #4 available receipts revealed that metro passes were purchased at CVS for two staff \$10.00 each (totaling \$20.00)</p>	I 189	

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I 189	Continued From page 8 was paid out of the residents personal funds. f. On 9/11/10, Resident #4 went to the Majestic 20 movie theatre. Review of the available receipt revealed that one staff admission at \$9.00 was paid out of the residents personal funds. g. On 7/21/10, Resident #4 went to the Majestic 20 movie theatre. Review of the available receipt revealed that two staff admission at \$9.00 each (totaling \$18.00) was paid from the residents personal funds. h. On 8/21/10, Resident #4 went to the Majestic 20 movie theatre. Review of the available receipt revealed that two staff admission at \$9.00 each was paid from the residents personal funds.	I 189			