



State of California—Health and Human Services Agency
Department of Health Care Services



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**CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES
HEIGHTENED SCRUTINY EVALUATION SETTING SUMMARY SHEET**

Home and Community-Based Services

SITE OVERVIEW

Heightened Scrutiny Identification Number	117
Provider Name	Eagle Glen Care Home LLC
Setting Name	Eagle Glen Care Home LLC
Setting Type	
Waiver(s) Served	
Setting Address	
Site Assessment Completion Date	06/26/2019
Heightened Scrutiny Summary Sheet Completion Date	05/31/2022
Expected Date of Compliance	10/01/2022

REASON(S) FOR HEIGHTENED SCRUTINY (HS)

- Setting is located in a building that is also a publicly or privately-operated facility that provides inpatient institutional treatment
- Setting is in a building located on the grounds of, or immediately adjacent to, a public institution

- Setting has the effect of isolating individuals receiving Medicaid Home and Community Base Services (HCBS) from the broader community of individuals not receiving Medicaid HCBS
 - Due to the design or model of service provision in the setting, individuals have limited, if any, opportunities for interaction in and with the broader community, including individuals not receiving Medicaid-funded HCBS
 - Setting restricts individual choice to receive services or to engage in activities outside of the setting
 - Setting is located separate and apart from the broader community without facilitating individual opportunity to access the broader community and participate in community services, consistent with an individual's person-centered plan



SETTING SUMMARY: COMPLIANCE OVERVIEW AND REMEDIATION STRATEGY

Setting is located in a building that is also a publicly or privately-operated facility that provides inpatient institutional treatment

Summary of Evidence	
Summary of Remediation Strategy	

Remediation Strategy Approved? Yes No

Remediation Start Date: _____

Remediation End Date: _____



Setting is in a building located on the grounds of, or immediately adjacent to, a public institution

Summary of Evidence	
Summary of Remediation Strategy	

Remediation Strategy Approved? Yes No

Remediation Start Date: _____

Remediation End Date: _____



Due to the design or model of service provision in the setting, individuals have limited, if any, opportunities for interaction in and with the broader community, including individuals not receiving Medicaid-funded HCBS

Summary of Evidence	Individuals living at Eagle Glen Care Home LLC have limited opportunities for interaction in and with the broader community. Eagle Glen Care Home only provides transportation for individuals for their medical appointments. They do not plan community activities as part of its plan for services, Individuals do not have the opportunity to participate in community activities with or without their housemates or roommates. There are barriers to community access imposed by Eagle Glen Care Home’s practice of locking doors and gates when individuals do not have keys, using chimes on doors, and using video cameras.
Summary of Remediation Strategy	<p>Eagle Glen Care Home submitted a plan that describes their intention to support individuals to have more opportunity for community integration. Staff will assist individuals in arranging transportation through third-party options and by providing transportation, as needed. The staff will share brochures with individuals and will remind individuals that staff can also provide transportation to medical and non-medical activities. Eagle Glen Care Home intends to schedule community activities by sharing information about the adult day programs, senior programs, recreational centers, and libraries. The staff will interview individuals and others who know them to discover how Eagle Glen Care Home can support individuals to be more engaged in the community based on their preferences, likes, and dislikes. The staff will create and display a monthly calendar of different activities for individuals to engage in with or without their roommates/housemates.</p> <p>In response to the barriers to community access, Eagle Glen Care Home said individuals are given a key to the front door at admission. If the person-centered team determines that it is not advisable for the individual to have a key, the team will document the restriction based on assessed need in the individuals’ person-centered plan. It will be reviewed at least annually or a status change. Individuals will be given a key to the locked gate unless otherwise noted in their person-centered plan. For unlocked, but latched gates, individuals can open the gate with the string the staff attached to the latch. Eagle Glen Care Home said they do not have video cameras. The chimes on the exterior doors are in place per regulation. The administrator will create a policy regarding the use of the chimes which will be reviewed with staff and individuals. The policy will be added to the admission process to be reviewed at admission and documented in the individual’s Individual Service Plan (ISP).</p>



Remediation Strategy Approved? Yes No

Remediation Start Date: 03/15/2022

Remediation End Date: 10/01/2022



Setting restricts individual choice to receive services or to engage in activities outside of the setting

Summary of Evidence	The assessor noted the front/back doors were locked/chimed and required a key to open. The provider said the doors and gates stay locked for safety reasons. Security/video cameras were observed on the outside of the setting only.
Summary of Remediation Strategy	In response to the barriers to community access, Eagle Glen Care Home said individuals are given a key to the front door at admission. If the person-centered team determines that it is not advisable for the individual to have a key, the team will document the restriction based on assessed need in the individuals' person-centered plan. It will be reviewed at least annually or a status change. Individuals will be given a key to the locked gate unless otherwise noted in their person-centered plan. For unlocked, but latched gates, individuals can open the gate with the string the staff attached to the latch. Eagle Glen Care Home said they do not have video cameras. The chimes on the exterior doors are in place per regulation. The administrator will create a policy regarding the use of the chimes which will be reviewed with staff and individuals. The policy will be added to the admission process to be reviewed at admission and documented in the individual's Individual Service Plan (ISP).

Remediation Strategy Approved? Yes No

Remediation Start Date: 03/15/2022

Remediation End Date: 10/01/2022



Setting is located separate and apart from the broader community without facilitating individual opportunity to access the broader community and participate in community services, consistent with an individual's person-centered plan

Summary of Evidence	
Summary of Remediation Strategy	

Remediation Strategy Approved? Yes No

Remediation Start Date: _____

Remediation End Date: _____