



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	284
Provider Name	San Dimas Retirement Center
Setting Name	San Dimas Retirement Center
Setting Type	
Waiver(s) Served	
Setting Address	
Site Assessment Completion Date	10/17/2019
Heightened Scrutiny Summary Sheet Completion Date	6/11/2022
Expected Date of Compliance	11/1/2022

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	<p>While, San Dimas Retirement Center is very large commercial signage was observed on the outside of the setting this does not hinder the individuals access to the community. Individuals in the Memory Care unit have limited access to the community and all individuals have restrictions which include the site being fenced and then locked from 10pm to 7am, no support to access integrated resources or activities in the community, staff develop the activity calendars without individual input, private dining is not supported, bed checks are done at 1am, 3am and 5am, the provider does not support the individuals to change their services .The Memory Care unit has additional restrictions, and they include: separate dining and activity areas, delayed egress doors, food restrictions, visitor restrictions, keypad coded entry.</p>
Summary of Remediation Strategy	<p>San Dimas Retirement Center submitted an acceptable plan to come into compliance.</p> <p>San Dimas Retirement Center stated individuals will be supported to participate in integrated community activities including adult day programs or senior centers unless there is an assessed need documented in their ISP. The administrator stated individuals will be provided information on activities and programs available in the community based on their wants, needs, likes, preferences, and interests. San Dimas Retirement Center stated the administrator will review this information as part of the admission process and annually thereafter. The administrator will document this discussion in their ISP. All restrictions will be reviewed no less than annually. The administrator will be responsible for communicating these changes to staff and individuals. These changes will begin 6/9/2022 and will be completed by 11/1/2022.</p> <p>San Dimas Retirement Center stated the setting is installing a keypad on exterior doors. Individuals will be given the keypad code to the setting and to the back gate upon admission unless there is an assessed need documented in their</p>



ISP. Individuals who have restrictions regarding access to the setting or community will be provided staff assistance as needed to enable them the freedom to move about the setting and to access the community as they choose.

San Dimas Retirement Center states the administrator will discuss various community settings and service options including non-disability specific opportunities with individuals as part of the admission process and annually thereafter. The administrator will document this discussion in the ISP. The Round 2 RWP stated the administrator is responsible for communicating this information to staff and individuals currently in the setting and as part of the admissions process going forward. These changes will begin 6/9/2022 and will be completed by 11/1/2022. The administrator stated San Dimas Retirement Center will utilize information on cooking and activities in the ISPs, feedback from the resident council, and ongoing conversations with individuals to plan meal preparation/cooking/food activities and outings on the monthly activity calendar. San Dimas Retirement Center stated that individual can engage in activities that they desire. Individuals are able to participate in any activity such as religious practices, voting and errands. Should an individual need assistance setting up third party transportation the staff are able to assist.

Individuals are free to sit at any table and/or seat they choose in the dining area. Individuals are free to sit with whomever they choose at each meal unless there is an assessed need documented in their ISP. All restrictions will be reviewed no less than annually. The administrator is responsible for communicating this information to staff and individuals currently in the setting and as part of the admissions process going forward. These changes will begin 6/9/2022 and will be completed by 11/1/2022.

San Dimas Retirement Center stated individuals are free to make changes to their plan or services as they so choose unless there is an assessed need documented in their ISP. The administrator will review their plan and services as part of the ISP review upon admission and annually thereafter. The administrator will review all aspects of the individual's plan and services as part of the admission process and annually thereafter. The administrator will inform individuals to speak directly to a care giver or administrator if the individual would like to make a change to their plan and/or services. The administrator is responsible for communicating this information to staff and individuals currently in the setting and as part of the admissions process going forward. These changes will begin 6/9/2022 and will be completed by 11/1/2022.



Individuals have access to food anytime they choose. The setting has a commercial kitchen which individuals cannot access for safety reasons. Individuals will be given a microwave and refrigerator upon admission unless there is an assessed need documented in their ISP. San Dimas Retirement Center stated individuals have access to 3 meals a day, in-between meal snacks, night snacks, vending machines for food and drinks. Staff will have a variety of snacks available in common areas for individuals to pick up as they choose. Individuals are free to request or prepared a meal at any time they choose unless there is an assessed need documented in their ISP. Individuals have access to meals, scheduled snacks, and snacks left in common areas for individuals to pick up when they want. Staff are also available at any time to get a snack/drink for individuals if they want or need assistance. All restrictions will be reviewed no less than annually. The administrator will be responsible for communicating these changes with the staff and individuals currently in the setting and annually thereafter. These changes will begin 6/9/2022 and will be completed by 11/1/2022.

Individuals are free to have visitors at any time they choose including nighttime hours unless there is an assessed need documented in their ISP. The administrator will update the visitor policy and house rules to eliminate the set visiting hours and restrictions regarding nighttime visitors. If the visit is to occur during the nighttime hours, as a courtesy, we ask, but not require, individuals to notify staff prior to the visit. The administrator will review the visitor policy as part of the admission process and annually thereafter. The visitor policy will be posted in the setting and individuals will receive a copy of the updated policy. All restrictions will be reviewed no less than annually. The administrator will be responsible for communicating these changes with the staff and individuals currently in the setting and annually thereafter. These changes will begin 6/9/2022 and will be completed by 11/1/2022.

San Dimas Retirement Center has delayed egress alarms that are used for security and to notify staff when the door is opened but is not utilized to track or restrict individuals' freedoms. The admission agreement has been updated to reflect that the alarms are used to notify staff that a door has opened. The administrator will talk with staff and individuals about the purpose of the alarms. This will be reviewed annually. Individuals who have restrictions regarding access to the setting or community will be provided staff assistance as needed to enable them the freedom to move about the setting and to access the community as they choose. All restrictions will be reviewed no less than annually. The administrator will be responsible for communicating these changes with the staff and individuals currently in the setting and annually thereafter. These changes will begin 6/9/2022 and will be completed by 11/1/2022.



	Although, bed checks are done at 1am, 3am and 5am are complete this contributes to the institutional appearance, it does not impact community integration.
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Remediation Strategy Approved? Yes No

Remediation Start Date: 06/01/2022

Remediation End Date: 11/01/22



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

Summary of Evidence	The administrator stated, "The only restriction would be if the doctor restricts a resident, but the residents are free to come and go." They added that individuals in memory care are unable to access the community without assistance from family, friends, or staff. The assessor observed cameras and delayed egress in the memory care area.
Summary of Remediation Strategy	Individuals are free to come and go from the setting into the community as they choose unless there is an assessed need documented in their ISP. Individuals are free to move around the entire setting unassisted unless there is an assessed need documented in their ISP. The exterior doors in the setting are locked at dusk until morning for security. The back gate is always locked for security. The administrator stated the setting is installing a keypad on exterior doors. Individuals will be given the keypad code to the setting and to the back gate upon admission unless there is an assessed need documented in their ISP. Individuals who have restrictions regarding access to the setting or community will be provided staff assistance as needed to enable them the freedom to move about the setting and to access the community as they choose. The administrator will create a video monitoring and disclosure policy to include the placement of cameras, access to recordings, storage of recordings, and disposal of recordings. Additionally, the provider will place signage in the setting notifying individuals and visitors they are being recorded. All restrictions will be reviewed no less than annually. The administrator will be responsible for communicating these changes with the staff and individuals currently in the setting and annually thereafter. These changes will begin 6/9/2022 and will be completed by 11/1/2022.

Remediation Strategy Approved? Yes No

Remediation Start Date: 06/01/2022

Remediation End Date: 11/01/2022



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: _____