



Selected Memory Care Facilities

Village Green Alzheimer’s Care Home – Cypress

Results in Brief

Why OIG Conducted This Audit

The Texas Health and Human Services Office of Inspector General Audit and Inspections Division (OIG Audit) conducted an audit of Village Green Alzheimer’s Care Home – Cypress (Village Green – Cypress) an assisted living facility licensed by Texas Health and Human Services Commission (HHSC). OIG Audit’s annual risk assessment included identification of risks regarding assisted living facilities advertising as providing memory care services without disclosing whether the facility holds a certification to serve residents with Alzheimer’s disease.

Summary of Review

The objective of the audit was to determine whether Village Green – Cypress, advertising as a memory care facility, provided services and operated in compliance with applicable laws, rules, and guidelines.

The audit scope was limited to facility certification status, site conditions and related health and safety documentation as of the on-site facility visit.

Conclusion

Village Green-Cypress complied with most of the selected HHSC health and safety requirements during OIG Audit’s unannounced site visit; however, it did not comply with all requirements. Most significantly, it advertised as a facility providing specialized services to residents who have Alzheimer’s disease when it was not certified to do so.

Key Results

At the time of the audit, Village Green – Cypress was seeking, but had not yet attained, certification as an Alzheimer’s facility from HHSC. The requirements for licensing and certification include:

	<p>All assisted living facilities in Texas must be licensed by HHSC.</p>
	<p>Depending on how they advertise, market, or promote available services, assisted living facilities may need to be certified by HHSC as providing specialized care to individuals with Alzheimer’s disease or related disorders.</p>
	<p>Assisted living facilities advertising, marketing, or promoting memory care services must disclose whether they are certified.</p>
	<p>Assisted living facilities advertising, marketing, or promoting Alzheimer's care services must be certified.</p>

Source: OIG Audit

Background

HHSC licenses and certifies assisted living facilities in Texas.

At the time of the audit, Village Green – Cypress was one of seven Village Green Alzheimer's Care home assisted living facilities. All other licensed Village Green facilities are certified to serve individuals with Alzheimer's disease or related disorders. HHSC licensed Village Green – Cypress to serve up to 16 individuals. At the time of the audit, the facility was seeking an Alzheimer's certification from HHSC for the entire facility capacity (16 residents).

Management Response

OIG Audit presented preliminary audit results, issues, and recommendations to Village Green – Cypress in a draft report dated February 10, 2022. Village Green – Cypress agreed with the audit recommendations and asserted corrective actions had already been implemented. Village Green – Cypress's management responses are included in the report following each recommendation.

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The facility fully complied with health and safety requirements concerning interior conditions of resident rooms and common areas, as well as medication storage. However, Village Green – Cypress did not comply with the following requirements:

- Although it was not an HHSC-certified provider of Alzheimer's care, the facility has used "Alzheimer's Care" in its name since 2017. Additionally, on the day of the on-site visit the facility had a disclosure posted indicating it was a freestanding Alzheimer's/dementia facility. Presenting itself as an Alzheimer's facility without being certified increased the risk that residents and their families erroneously believed the facility was certified to provide specialized care to individuals with Alzheimer's or related disorders. HHSC certified the facility as an Alzheimer's Care facility on February 24, 2022, the date the facility provided an updated fire marshal inspection to HHSC and also responded to this audit.
- It did not screen facility visitors sufficiently to comply with COVID-19 emergency rules. While a facility employee took each auditor's temperature upon entry, the employee did not assess auditors against the remainder of the screening criteria and did not document all the required information in a log. HHSC requires a facility to document all visitors in a written log kept at the entrance to the facility. These omissions increase the risk that staff will expose residents, colleagues, and others to COVID-19.
- It did not maintain an up-to-date emergency preparedness and response plan. The facility had an emergency preparedness and response plan on-site, but it did not include evidence of review within the previous year or as a result of the Texas winter storm event in February 2021. An assisted living facility must develop and maintain a written emergency preparedness and response plan, which it must review, and document its review, at least annually and after a significant event and document updates to the plan, when necessary.

Recommendations

When applicable in the future, Village Green should not advertise as an Alzheimer's facility or indicate the facility is a freestanding Alzheimer's/dementia facility until certified by HHSC. Additionally, the facility should (a) conduct all required screening for facility visitors in accordance with HHSC guidance and ensure employees are trained to perform infection control procedures, and (b) develop a process to ensure the emergency preparedness and response plan is complete and reviewed annually or after a significant event and updated as needed.