



Selected Memory Care Facilities

Le Rêve Rehabilitation and Memory Care

Results in Brief

Why OIG Conducted This Audit

The Texas Health and Human Services (HHS) Office of Inspector General (OIG) Audit and Inspections Division (OIG Audit) conducted an audit of Le Rêve Rehabilitation and Memory Care (Le Rêve), a nursing facility licensed by the Texas Health and Human Services Commission (HHSC). OIG Audit's annual risk assessment included identification of risks regarding nursing facilities advertising as providing memory care services without disclosing whether the facility holds a certification to serve residents with Alzheimer's disease and related disorders.

Summary of Review

The audit objective was to determine whether Le Rêve, advertising as a memory care facility, provided services and operated in compliance with applicable laws, rules, and guidelines.

The audit scope covered the period from September 1, 2020, through November 30, 2021.

Management Response

Le Rêve agreed with the audit recommendations and indicated it will implement corrective actions by May 13, 2022.

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Conclusion

Le Rêve complied with most of HHSC's health and safety requirements tested during OIG Audit's unannounced site visit, including the condition of residents' rooms and storage of medication. Based on additional testing completed after the unannounced site visit, Le Rêve also complied with the required licensed nursing staff-to-resident ratios. However, Le Rêve did not comply with all selected requirements.

Key Results

While Le Rêve met most health and safety requirements tested, it has the opportunity to improve in some areas. Specifically:

- Le Rêve did not (a) prepare a written notice disclosing the facility was not certified to provide specialized care and treatment for facility residents with Alzheimer's disease and related disorders and (b) provide the written disclosure notice to residents and prospective residents or their families or next of kin or guardian.
- During the unannounced site visit, required postings were in the facility for public view, the physical environment was clean and accessible, and medication storage met applicable requirements. However, Le Rêve did not ensure adequate front desk staffing to (a) minimize the risk of residents with Alzheimer's and related disorders leaving the facility unattended and (b) screen facility visitors to sufficiently comply with COVID-19 rules.
- The facility was adequately staffed by licensed nursing staff, but not all direct resident care staff were properly trained. Nursing facilities must provide trainings to all direct care staff addressing how to care for residents. In addition, nursing facilities must ensure that facility staff who provide direct care to residents with Alzheimer's disease and related disorders complete training in the provision of care to these residents.

Recommendations

Le Rêve should ensure that (a) it prepares a written disclosure notice, (b) residents and prospective residents and their next of kin or guardian receive the written disclosure notice, and (c) the front desk at the entrance of the facility is sufficiently staffed. Additionally, the facility should develop a process to ensure direct care staff comply with applicable training requirements.