



# Selected Memory Care Facilities

## Matagorda House Healthcare Center

### 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 Matagorda House Healthcare Center (Matagorda House), a nursing facility licensed by Texas Health and Human Services Commission (HHSC). OIG Audit's annual risk assessment included risks regarding whether nursing facilities are (a) advertising as providing memory care services without disclosing if the facility holds a certification to serve residents with Alzheimer's disease or related disorders, and (b) providing services in accordance with the facilities' disclosure statement outlining the nature of its care and treatment of residents with Alzheimer's diseases and related disorders.

#### Summary of Review

The audit objective was to determine whether Matagorda House, 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.

#### Conclusion

Matagorda House Healthcare Center (Matagorda House) complied with some of the Texas Health and Human Services Commission's (HHSC's) health and safety requirements tested during the Texas Health and Human Services (HHS) Office of Inspector General (OIG) Audit and Inspections Division's (OIG Audit's) unannounced site visit. However, the facility did not comply with select requirements related to (a) direct care staffing and training, (b) exterior facility safety, (c) medication storage, and (d) providing the Alzheimer's disclosure statement to applicable individuals.

#### Key Results

Based on the unannounced site visit on November 15, 2021, Matagorda House complied with requirements related to having fully furnished resident rooms, secured access to the memory care unit, and secured handrails throughout the facility. Additionally, Matagorda House had most of the required postings on display, including HHSC contacts, resident rights, and suspected abuse, neglect, or exploitation notice.

However, Matagorda House did not consistently comply with all health and safety requirements. Specifically, it did not:

- Comply with direct care staffing requirements, including:
  - Ensuring direct care staff were properly trained.
  - Retaining staffing records to verify compliance with staff-to-resident ratios.
  - Retaining direct care staff records to verify compliance with pre-employment qualifications.

Not ensuring staff are adequately trained, staff coverage is sufficient, and staff are appropriately qualified prior to employment increases the risk that direct care staff may not provide adequate care to residents, which could jeopardize the health and safety of residents with Alzheimer's or related disorders.

- Eliminate safety hazards around the exterior of the facility. On the date of the unannounced site visit, several areas of the exterior of Matagorda House were in disrepair. Specifically, the wrought iron fencing in resident courtyards was rusted and broken at the bottom, roofing supports throughout the exterior of the facility were rotting,

## Background

All nursing facilities in Texas must be licensed by HHSC. Texas nursing facilities have the option to seek HHSC certification for providing specialized care for residents with Alzheimer's disease or related disorders. The Texas Legislature updated the Texas Health and Safety Code in 2021 to require that nursing facilities provide written notice of whether they hold certification from HHSC to offer specialized care and treatment to residents with Alzheimer's disease or related disorders.

Matagorda House provides nursing services to residents, including those with Alzheimer's disease or a related diagnosis. During the audit scope period, Matagorda House also held an Alzheimer's certification from HHSC to provide specialized care for individuals with Alzheimer's disease or related disorders. Matagorda House was licensed to provide nursing services to 120 total residents and certified to provide specialized care for up to 28 residents with Alzheimer's disease or a related disorder within the memory care unit. At the time of the unannounced site visit on November 15, 2021, Matagorda House had 16 residents in the memory care unit.

## Management Response

OIG Audit presented preliminary audit results, issues, and recommendations to new facility management in a draft report dated July 1, 2022. Facility management agreed with the recommendations and planned to complete applicable corrective actions by August 15, 2022. Management responses are included in the report.

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and courtyard locking mechanisms were not functioning properly to ensure the courtyard exits were secure. Insufficient facility maintenance, including courtyard gates that are not properly secured, increases the risk to residents with Alzheimer's disease and related disorders, which jeopardizes their health and safety.

- Properly store and secure medications. Matagorda House did not comply with all medication storage requirements, including locking the medication destruction box and securing overflow medications. When medications are not appropriately secured, there is an increased risk for misappropriation or misuse.
- Provide the Alzheimer's disclosure statement prior to admission to prospective residents and individuals assisting prospective residents. Not providing the required disclosure statement prior to admission increases the risk that residents and their families may make placement decisions based on incomplete information surrounding the level of care provided for individuals with Alzheimer's disease or related disorders.

## Recommendations

Effective April 1, 2022, Trinity Healthcare bought Matagorda House, which was previously under the management of Pinnacle Health Facilities of Texas. Trinity Healthcare renamed the facility Colonial Living and Rehabilitation of Bay City. New facility management should have a process to:

- Ensure facility and temporary agency staff comply with applicable training requirements including receiving all required trainings.
- Make sure staff-to-resident ratios comply with requirements and retain documentation to support daily nurse staffing levels.
- Perform all required pre-employment checks.
- Timely identify and address maintenance concerns to ensure the exterior areas of its nursing facility are secure and free of safety hazards.
- Ensure the medication destruction box is secure and staff are trained in medication security.
- Securely store overflow resident medications and perform medication reconciliations, as needed.
- Ensure prospective residents and individuals assisting prospective residents receive the Alzheimer's disclosure statement prior to admission.