License #: **1906-14-009**
Organization Name: **The Patches Group, LLC**

Date of Inspection: **10-30-2025**
Program Type/Facility Name: **14-009 Garfield**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-310. A. (3a) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students and interns shall be given orientation and training regarding: 3a. The objectives of the facility;	NS	Garfield This regulation was NOT MET (SYSTEMIC) as evidenced by: A review of Employee #2's file determined The objectives of the facility training was not completed within 14 days of the employees hire date of 11/14/2024. This citation is considered Non-Compliant Systemic due to the provider previously being cited for this regulation during the 2024 inspection.	PR) 12/02/2025 Provider The Patches Group (TPG) did not complete "objectives of the facility" training within (14) days of the employees hire date of 11/14/2024 in employee #2's file. This occurred as an unintentional oversight on behalf of the provider due to a vacancy in the Quality Assurance Manager position and failing to regularly review orientation of new hires. To avoid this the provider The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify reviews of personnel files to include completion of required trainings during mandated timeframes in accordance with the attached TPG New Hire training plan and checklist. OLR) Partially Accepted 12/03/2025Please provide the process the provider will use to ensure trainings are completed on time, the process the Quality Assurance Manger will use to document the reviews completed and the frequency of monitoring the trainings. PR) 12/17/2025 The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify reviews of personnel files to include completion of required trainings during mandated timeframes in accordance with the TPG New Hire 30-day Training Plan and Checklist. (SEE ATTACHED) The Training Checklist will be reviewed weekly by the Quality Assurance	11/3/2025

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			Manager until the 30 days are completed. The Training Plan and Checklist will remain in the employee's personnel file. OLR) Accepted 12/19/2025	
12VAC35-46-310. A. (3b) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students and interns shall be given orientation and training regarding: 3b. Practices of confidentiality;	N	Garfield This regulation was NOT MET as evidenced by: A review of Employee #2's file determined Practices of confidentiality training was not completed within 14 days of the employees hire date of 11/14/2024.	PR) 12/02/2025 Provider The Patches Group (TPG) did not complete "practices of confidentiality" training within (14) days of the employees hire date of 11/14/2024 in employee #2's file. This occurred as an unintentional oversight on behalf of the provider due to a vacancy in the Quality Assurance Manager position and failing to regularly review orientation of new hires. To avoid this the provider The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify reviews of personnel files to include completion of required trainings during mandated timeframes in accordance with the attached TPG New Hire training plan and checklist. OLR) Partially Accepted 12/03/2025Please provide the process the provider will use to ensure trainings are completed on time, the process the Quality Assurance Manger will use to document the reviews completed and the frequency of monitoring the trainings. PR) 12/17/2025 The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify reviews of personnel files to include	11/3/2025

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			completion of required trainings during mandated timeframes in accordance with the TPG New Hire 30-day training plan and checklist. (SEE ATTACHED) The Training Checklist will be reviewed weekly by the Quality Assurance Manager until the 30 days are completed. The Training Plan and Checklist will remain in the employee's personnel record. OLR) Accepted 12/19/2025	
12VAC35-46-310. A. (3c) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students and interns shall be given orientation and training regarding: 3c. The decision-making plan;	NS	Garfield This regulation was NOT MET (SYSTEMIC) as evidenced by: A review of Employee #2's file determined The decision making plan training was not completed within 14 days of the employees hire date of 11/14/2024. This citation is considered Non-Compliant Systemic due to the provider previously being cited for this regulation during the 2024 inspection.	PR) 12/02/2025 Provider The Patches Group (TPG) did not complete "decision making plan" training within (14) days of the employees hire date of 11/14/2024 in employee #2's file. This occurred as an unintentional oversight on behalf of the provider due to a vacancy in the Quality Assurance Manager position and failing to regularly review orientation of new hires. To avoid this the provider The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify reviews of personnel files to include completion of required trainings during mandated timeframes in accordance with the attached TPG New Hire training plan and checklist. OLR) Partially Accepted 12/03/2025Please provide the process the provider will use to ensure trainings are completed on time, the process the Quality Assurance Manger will use to document the reviews completed and the frequency of monitoring the trainings. PR) 12/17/2025	11/3/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify reviews of personnel files to include completion of required trainings during mandated timeframes in accordance with the TPG New Hire 30-day training plan and checklist. (SEE ATTACHED) The Training Checklist will be reviewed weekly by the Quality Assurance Manager until the 30 days are completed. The Training Plan and Checklist will remain in the employee's personnel record. OLR) Accepted 12/19/2025	
12VAC35-46-310. A. (3e) - Required initial training: 3. Within 14 days following their begin date, new employees, employees transferring from other facilities operated by the same provider, relief staff, volunteers, and students and interns shall be given orientation and training regarding: 3e. Other policies and procedures that are applicable to the individual's positions, duties, and responsibilities.	NS	Garfield This regulation was NOT MET (SYSTEMIC) as evidenced by: A review of Employee #2's file determined other policies and procedures that are applicable to the position, duties, and responsibilities training was not completed within 14 days of the employees hire date of 11/14/2024. This citation is considered Non-Compliant Systemic due to the provider previously being cited for this regulation during the 2024 inspection.	PR) 12/02/2025 Provider The Patches Group (TPG) did not complete "other policies and procedures applicable to the position, duties, and responsibilities" training within (14) days of the employees hire date of 11/14/2024 in employee #2’s file. This occurred as an unintentional oversight on behalf of the provider due to a vacancy in the Quality Assurance Manager position and failing to regularly review orientation of new hires. To avoid this the provider The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify reviews of personnel files to include completion of required trainings during mandated timeframes in accordance with the attached TPG New Hire 30-day training plan and checklist. OLR) Partially Accepted 12/03/2025Please provide the process the provider will use to	11/3/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			ensure trainings are completed on time, the process the Quality Assurance Manger will use to document the reviews completed and the frequency of monitoring the trainings. PR) 12/17/2025 The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify reviews of personnel files to include completion of required trainings during mandated timeframes in accordance with the TPG New Hire 30-day training plan and checklist. (SEE ATTACHED) The Training Checklist will be reviewed weekly by the Quality Assurance Manager until the 30 days are completed. The Training Plan and Checklist will remain in the employee's personnel record. OLR) Accepted 12/19/2025	
12VAC35-46-310. A. (5) - Required initial training: 5. Within 30 days following their begin date, all staff working with residents shall be trained in child abuse and neglect, mandatory reporting, maintaining appropriate professional relationships, and interaction among staff and residents, and suicide prevention.	N	Garfield This regulation was NOT MET as evidenced by: A review of Employee #2's file determined the following trainings were not completed until 5/17/2025 which is outside of the 30 days following the employee's date of hire 11/14/2024: interaction among staff and residents, and suicide prevention.	PR) 12/02/2025 Provider The Patches Group (TPG) did not complete "interaction among staff and residents" as well as "suicide prevention" training within the 30 days following Employee #2's hire date. This occurred as an unintentional oversight on behalf of the provider due to a vacancy in the Quality Assurance Manager position and failing to regularly review orientation of new hires. To avoid this the provider The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify reviews of personnel files to include completion of required trainings during mandated timeframes in	11/3/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			accordance with the attached TPG New Hire training plan and checklist. OLR) Partially Accepted 12/03/2025Please provide the process the provider will use to ensure trainings are completed on time, the process the Quality Assurance Manger will use to document the reviews completed and the frequency of monitoring the trainings. PR) 12/17/2025 The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify reviews of personnel files to include completion of required trainings during mandated timeframes in accordance with the TPG New Hire 30-day training plan and checklist. (SEE ATTACHED) The Training Checklist will be reviewed weekly by the Quality Assurance Manager until the 30 days are completed. The Training Plan and Checklist will remain in the employee's personnel record. OLR) Accepted 12/19/2025	
12VAC35-46-310. A. (6) - Required initial training: 6. Within 30 days following their begin date, all staff shall be trained on the facility's policies and procedures regarding standard precautions.	N	Garfield This regulation was NOT MET as evidenced by: A review of Employee #2's file determined the following trainings were not completed until 5/17/2025 which is outside of the 30 days following the employee's date of hire 11/14/2024: the facility's policies and procedures regarding standard precautions.	PR) 12/02/2025 Provider The Patches Group (TPG) did not complete "facility's policies and procedure regarding standard precaution" training within the 30 days following Employee #2's hire date. This occurred as an unintentional oversight on behalf of the provider due to a vacancy in the Quality Assurance Manager position and failing to regularly review orientation of new hires. To avoid this the provider The Patches Group	11/3/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			(TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify reviews of personnel files to include completion of required trainings during mandated timeframes in accordance with the attached TPG New Hire training plan and checklist. OLR) Partially Accepted 12/03/2025Please provide the process the provider will use to ensure trainings are completed on time, the process the Quality Assurance Manger will use to document the reviews completed and the frequency of monitoring the trainings. PR) 12/17/2025 The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify reviews of personnel files to include completion of required trainings during mandated timeframes in accordance with the TPG New Hire 30-day training plan and checklist. (SEE ATTACHED) The Training Checklist will be reviewed weekly by the Quality Assurance Manager until the 30 days are completed. The Training Plan and Checklist will remain in the employee's personnel record. OLR) Accepted 12/19/2025	

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-710. B. (4) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 4. The protection needs of the prospective resident;	N	Garfield This regulation was NOT MET as evidenced by: A review of Individual's #1 and #2's files determined the application for admission did not include: The protection needs of the prospective resident;	PR) 12/02/2025 During a review of individual #1 and #2's file it was determined that the provider The Patches Group (TPG) did not include on the application for admission "the protection needs of the prospective resident" This is an oversight that has been rectified as an updated application for admission has been completed and is attached. OLR) Partially Accepted 12/03/2025Please include who will be responsible for monitoring the applications for admission to ensure continued compliance and the frequency for monitoring. PR) 12/17/2025 The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify each resident file to include, ensuring the application of admission is completed and meets the state regulation, by using the Resident File Checklist form during monthly audits. (SEE ATTACHED) OLR) Accepted 12/19/2025	11/3/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-710. B. (5) - Providers shall develop, and fully complete prior to acceptance for care, an application for admission that is designed to compile information necessary to determine: 5. The suitability of the prospective resident's admission;	N	Garfield This regulation was NOT MET as evidenced by: A review of Individual's #1 and #2's files determined the application for admission did not include: The suitability of the prospective resident's admission;	PR) 12/02/2025 During a review of individual #1 and #2's file it was determined that the provider The Patches Group (TPG) did not include on the application for admission "the suitability of the prospective resident's admission" This is an oversight that has been rectified as an updated application for admission has been completed and is attached. OLR) Partially Accepted 12/03/2025Please include who will be responsible for monitoring the applications for admission to ensure continued compliance and the frequency for monitoring. PR) 12/17/2025 The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify each resident file to include, ensuring the application of admission is completed and meets the state regulation, by using the Resident File Checklist form during monthly audits. (SEE ATTACHED) OLR) Accepted 12/19/2025	11/3/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-720. A. - The facility shall develop and execute a written agreement authorizing the resident's placement signed by a facility representative and the parent, legal guardian, or placing agency.	NS	Garfield This regulation was NOT MET (SYSTEMIC) as evidenced by: A review of Individual #1's file determined the written placement agreement did not include the guardian's signature, but the individual's signature. This citation is considered Non-Compliant Systemic due to the provider previously being cited for this regulation during the 2024 inspection.	PR) 12/02/2025 During a review of individual #1 it was determined that the provider The Patches Group (TPG) the written placement agreement did not include the guardian’s signature but rather the individual’s signature. This was an oversight that has been rectified as an updated placement agreement has been attached to include a section for the legal guardian to endorse. OLR) Partially Accepted 12/03/2025Please include a process that will be used to ensure a guardian signs the written placement agreement, who will be responsible for monitoring to ensure continued compliance and the frequency for monitoring. PR) 12/17/2025 The Patches Group (TPG) will ensure that the Quality Assurance Manager vacancy will be filled, and that the Quality Assurance manager will certify each resident file to include, ensuring the guardian also signs the written placement agreement, by using the Resident File Checklist form during monthly audits. (SEE ATTACHED) OLR) Accepted 12/19/2025	11/3/2025

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General Comments / Recommendations:

I understand it is my right to request a conference with the reviewer and the reviewer's supervisor should I desire further discussion of these findings. By my signature on the Corrective Action Plan, I pledge that the actions to be taken will be completed as identified by the date indicated.

Darragh Walker, Licensing Specialist	(Signature of Organization Representative)	Date

C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined