

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

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License #: **3604-14-008**

Organization Name: **Always Blossom, LLC**

Date of Inspection: **04-16-2024**

Program Type/Facility Name: **14-008 Always Blossom, LLC**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-46-70. - Each provider shall guarantee resident rights as outlined in § 37.2-400 of the Code of Virginia and in the Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Mental Health, Mental Retardation and Substance Abuse Services (12VAC35-115).	N	Always Blossom, LLC This regulation was NOT MET as evidenced by: See OHR citation.		
12VAC35-115-175. C. (3) - Upon receipt of a complaint, providers shall: 3. Initiate an impartial investigation into, or resolution of, the complaint as soon as possible, but no later than the next business day;	N	Always Blossom, LLC Upon receipt of a complaint, providers shall; Initiate an impartial investigation into, or resolution of, the complaint as soon as possible, but no later than the next business day. This regulation was NOT MET as evidenced by: Upon review of CHRIS entry A:20240001, the provider failed to begin their investigation the next business day. Based on the information in the CHRIS entry, there is evidence to support the OHR Advocate's finding a violation of this regulation.	PR) 05/16/2024 A. Root Cause of Violation: Failure to initiate an impartial investigation or resolution of the complaint as soon as possible, but no later than the next business day. B. Systemic Plan of Action: The Program Director will ensure that the investigation is conducted by a person trained to do investigations and who is not involved in the issue as soon as possible, but no later than the next business day. C. Frequency for monitoring the plan and how it will be monitored: The owner will audit all abuse and neglect cases within 24 hours of being notified of the allegation from the individual or person reporting the complaint. OHR/OLR) Accepted 06/14/2024	4/15/2024

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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.

Andrea Milhouse, Human Rights

(Signature of Organization Representative)

Date

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