

WRITTEN RESPONSE TO THE OFFICE OF THE INSPECTOR GENERAL

RECEIVED
DHS

JUL 10 2018

DIVISION OF
DEVELOPMENTAL DISABILITIES

NAME OF SERVICE PROVIDER: Royal Living Center, Inc.

DIRECTOR: [REDACTED]

OIG CASE NO. 1317-0130

I. For this case, was there a finding of substantiated allegations? Yes No (SUBSTANTIATED NON-EGREGIOUS NEGLECT)
Were there Other Observations, requiring a Written Response? Yes No

II. NOTICE TO INDIVIDUAL AND LEGAL GUARDIAN (for substantiated cases). The individual and guardian (if a guardian exists) have been notified that the reported allegation was substantiated. Yes No Date: _____

III. SERVICE PROVIDER'S RESPONSE TO OIG FINDINGS/RECOMMENDATIONS.

DIRECTIONS FOR EACH COLUMN (Please use additional pages of this form if necessary to complete the report.)

- X SERVICE PROVIDER'S RESPONSE: Summarize your action for each finding/recommendation.
- X PERSON RESPONSIBLE: Identify the person(s) responsible for each action, by name and/or job function.
- X DATES: Provide the date(s) when each action will be (1) initiated and (2) completed.

FINDINGS/RECOMMENDATIONS	SERVICE PROVIDER RESPONSE	PERSON(S) RESPONSIBLE	IMPLEMENTATION/COMPLETION
Based on the facts in this case, the following was concluded: The allegation of neglect is substantiated against Royal Living Center.	See Attached	See Attached	See Attached

IV. APPROVAL BY AUTHORIZED REPRESENTATIVE. I have reviewed the above Written Response. I hereby approve it as the plan for correcting the Findings/Recommendations identified by the OIG investigation for this Case Number.

SIGNATURE: [REDACTED]	DATE: 10/5/2018	SIGNATURE: [REDACTED]	DATE: 7/10/18
-----------------------	-----------------	-----------------------	---------------

OIG Case Number 1317-0130
Royal Living Center

Findings / Recommendations	Service Provider Response	Person(s) Responsible	Target Date of Implementation / Completion
(No recommendation provided).	<p>█ has been prescribed a PRN Antibiotic (ATB) cream to use as needed when rash begins to flare and a prophylactic ointment used 2 times weekly provided by the dermatologist. Thus, this ensures treatment for her recurring rash will never be delayed as RLC has medication to begin applying at first onset of rash.</p> <p>█ will be seen immediately by MD, urgent care or ER if rash does not begin to improve after 3 days of PRN ATB cream prescribed for rash, rash begins to ooze or █ experiences periorbital edema.</p>	█	Jun 1 2018

