

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

CERTIFICATE OF COMPLIANCE

This Certificate is hereby granted to WAVERLY HEIGHTS, LTD.

LEGAL ENTITY

To operate WAVERLY HEIGHTS

NAME OF FACILITY OR AGENCY

Located at P.O.BOX 179, 1400 WAVERLY ROAD, GLADWYNE, PA 19035

(COMPLETE ADDRESS OF FACILITY OR AGENCY)

ADDRESS OF SATELLITE SITE

ADDRESS OF SATELLITE SITE

ADDRESS OF SATELLITE SITE

ADDRESS OF SATELLITE SITE

ADDRESS OF SATELLITE SITE

ADDRESS OF SATELLITE SITE

To provide Personal Care Homes

TYPE OF SERVICE(S) TO BE PROVIDED

The total number of persons which may be cared for at one time may not exceed 30
or the maximum capacity permitted by the Certificate of Occupancy, whichever is smaller.

(MAXIMUM CAPACITY)

Restrictions: _____

This certificate is granted in accordance with the Public Welfare Code of 1967, P.L. 31, as amended, and Regulations

55 Pa.Code Chapter 2600: Personal Care Homes

(MANUAL NUMBER AND TITLE OF REGULATIONS)

and shall remain in effect from February 25, 2010 until February 25, 2011,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: 127820

Robert E. Robinson

ISSUING OFFICER

Kevin T. Casey

DEPUTY SECRETARY

NOTE: This certificate is issued for the above site(s) only and is not transferable
and should be posted in a conspicuous place in the facility.

PW 628 - 4/02



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE
PO BOX 2675
HARRISBURG, PENNSYLVANIA 17105-2675

ADULT RESIDENTIAL LICENSING

FEB 25 2010

PHONE: (717) 783-3670
FAX: (717) 783-5662

Ms. Margaret M. Guenveur, V.P. Health Care Services
Waverly Heights, LTD.
Waverly Heights
P.O. Box 179, 1400 Waverly Road
Gladwyne, Pennsylvania 19035

Dear Ms. Guenveur:

As a result of the Department of Public Welfare's licensing inspection on December 21, 2009 of the above personal care home, the violations with 55 Pa.Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed Violation Report were found.

All violations specified on the enclosed Violation Report must be corrected by the dates specified on the Violation Report and continued compliance with 55 Pa.Code Ch. 2600 must be maintained. As soon as each violation is corrected, notify the Department's Regional Office of Adult Residential Licensing so that compliance can be verified.

A regular license is being issued based on the enclosed Violation Report. Your license is enclosed.

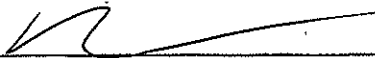
Sincerely,

A handwritten signature in black ink that reads "Kevin T. Casey".


Kevin T. Casey
Deputy Secretary

Enclosures
License
Violation Report

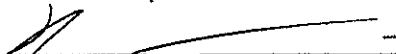
VIOLATION REPORT
PERSONAL CARE HOMES – 55 Pa.Code Chapter 2600

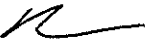
NAME AND ADDRESS OF PERSONAL CARE HOME Waverly Heights P.O. Box 179, 1400 Waverly Road, Gladwyne, PA 19035		CURRENT LICENSE NUMBER 127820	
INSPECTION DATE(S) (Include all dates of the inspection) December 21, 2009		REGIONAL REPRESENTATIVE Chevon Mitchell and Patricia Adams	
SIGNATURE OF LEGAL ENTITY <i>Susan Cooper, CEO</i>	DATE 1-29-10	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 2/10/10

90

1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION/CLASS	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
25c3 The contract shall specify an explanation of the annual assessment, medical evaluation and support plan requirements and procedures, which shall be followed if either the assessment or the medical evaluation indicates the need of another and more appropriate level of care.	The contracts for residents #1 dated 7/24/09, #2 dated 3/8/07, #3 dated 10/13/09, #4 dated 3/12/08 and #5 dated 10/3/09 do not include an explanation of assessments and support plans.	2-26-10	Written addendum for contract for all current residents will be completed and signed and placed on resident charts. The standard contract will be revised to include required information about assessments and support plans.	 2/11/10

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PERSONAL CARE HOMES – 55 Pa.Code Chapter 2600**

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25c13 The contract shall include information on the resident's rights and complaint procedures.	The contracts for residents #1 dated 7/24/09, #2 dated 3/8/07, #3 dated 10/13/09, #4 dated 3/12/08 and #5 dated 10/3/09 do not include the following required complaints procedures: -Prior to admission, the home shall inform the resident and the resident's designated person of the right to file and the procedure for filing a complaint with the Department's personal care home regional office, local ombudsman or protective services unit in the area agency on aging, Pennsylvania Protection & Advocacy, Inc. or law enforcement agency.	1-29-10	The addendum to the facility's admission contract (Complaint Resolution / Violation of Residents Rights) informs residents of their right to complain without fear of retaliation and lists resources to which they may make their complaints. The facility's policy on Complaint Resolution (attached) instructs	 2/10/10

staff in how to respond to a complaint is made.

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25c13 – continued	<p>-The home shall permit and respond to oral and written complaints from any source regarding an alleged violation of resident rights, quality of care or other matter without retaliation or the threat of retaliation.</p> <p>-If a resident indicates that he/she wishes to make a written complaint, but needs assistance in reducing the complaint to writing, the home shall assist the resident in writing the complaint.</p> <p>-The home shall ensure investigation and resolution of complaints. The home shall designate the staff person responsible for receiving</p>			

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SIGNATURE OF LEGAL ENTITY <i>Susan Cooper, LSW</i>	DATE 1-24-10	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION	DATE

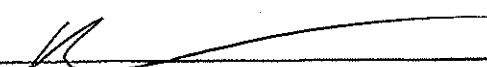
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION/CLASS	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
25c13 – continued	<p>complaints and determining the outcome of the complaint.</p> <p>-Within 2 business days after the submission of a written complaint, a status report shall be provided by the home to the complainant. If the resident is not the complainant, the resident and the resident's designated person shall receive the status report unless contraindicated by the support plan. The status report shall indicate the steps that the home is taking to investigate and address the complaint.</p> <p>-Within 7 days after the submission of a written</p>			

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SIGNATURE OF LEGAL ENTITY <i>Susan Cooper, Esq.</i>	DATE 1-21-10	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION	DATE

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25c13 – continued	complaint, the home shall give the complainant and, if applicable, the designated person, a written decision explaining the home's investigation findings and the action the home plans to take to resolve the complaint. If the resident is not the complainant; the affected resident shall receive a copy of the decision unless contraindicated by the support plan. If the home's investigation validates the complaint allegations, a resident who could potentially be harmed or his designated person shall receive a copy of the decision, with the name of the affected resident removed, unless			

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25c13 – continued	<p>contraindicated by the support plan.</p> <p>-The telephone number of the Department's personal care home regional office, the local ombudsman or protective services unit in the area agency on aging, Pennsylvania Protection & Advocacy, Inc., the local law enforcement agency, the Commonwealth Information Center and the personal care home complaint hotline shall be posted in large print in a conspicuous and public place in the home.</p>	1-29-10	There is a poster kept to the Windsor Cafe that lists designated phone numbers.	

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96a The home shall have a first aid kit that includes nonporous disposable gloves, antiseptic, adhesive bandages, gauze pads, thermometer, adhesive tape, scissors, breathing shield, eye coverings and tweezers.	The home's first aid kit did not include scissors.	12-21-09	This was corrected at the time of the survey and will continue to be monitored by Nursing daily.	<p>Steps have been taken to correct violation; full compliance is not verifiable</p> <p><i>[Signature]</i> Date: 2/10/10 Initials (DPW)</p>

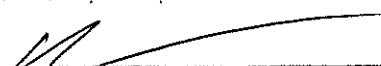
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103g Food shall be stored in closed or sealed containers.	<p>-The following items were unsealed in the home's walk-in freezer in the main kitchen:</p> <ul style="list-style-type: none"> -Bag of French Fries -Uncooked shrimp -French Bread -Raw Spring Egg Rolls -20 pound box of hamburgers -Metal container with 3 rolls -Sara Lee pound cake -Box of flat bread -Metal pan containing turkey gizzards <p>-A ½ roll of salami was unsealed in the home's walk-in refrigerator in the main kitchen.</p>	<p>1-29-10</p> <p>2-15-10</p>	<p>The Receiver will check at beginning and end of shift to ensure that walk-ins are orderly and clean and all containers dated and sealed. The kitchen Manager will do a quality assurance review at the end of the day to ensure that procedures for proper food storage meet standards.</p> <p>Executive chef will in-service staff each February detailing storage procedures on sealed and dated containers. This</p>	<p>Steps have been taken to correct violation; full compliance is not verifiable</p> <p>Date <u>2/10/10</u> Initials (DPW)</p>

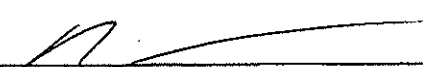
In-service will be added to Department's regular training schedule.

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141a The medical evaluation shall include the following: (7) Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications.	Resident #3's medical evaluation dated 11/3/09 did not include the resident's medication regimen.	12-22-09	The omission regarding medication regimen has been corrected. Nursing and Administration will continue to monitor Medical Evaluations to ensure that they are complete.	 2/19/10

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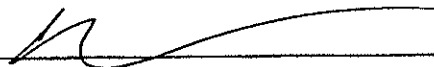
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144c A home that permits smoking inside or outside of the home shall develop and implement written fire safety policy and procedures. The written fire safety policy and procedures shall include proper safeguards inside and outside of the home to prevent fire hazards involved in smoking, including extinguishing procedures.	The home's smoking policy did not include proper safeguards to prevent fire hazards and proper extinguishing procedures.	2-12-10	Waverly Heights is a smoke-free environment. Smoking is permitted only in one outside location. The smoking policy will be amended to include proper safeguards to prevent fire hazards and proper extinguishing procedures.	Steps have been taken to correct violation; full compliance is not verifiable. Date <u>2/19/10</u> Initials (DPW)


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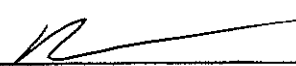
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187a A medication record shall be kept to include the following for each resident for whom medications are administered: (12) Diagnosis or purpose for the medication, including pro re nata (PRN). (14) Name and initials of the staff person administering the medication.	-The home uses a master key for staff signatures and initials for their medication administration records. This master key is updated annually instead of monthly. -Resident #3's medication administration record did not include diagnoses for Calcium Carb 600mg, Lovastatin 40mg, Nomenda 10mg, Axona 40gm, Chlorhexidine Gluc 0.12%, Vitamin D Tab 1000 IU, Ramipril 2.5mg, Galantamine ER 16mg, Atenolol 50mg and Lexapro 10mg. -Resident #4's medication administration record did not include diagnoses for Aricept 10mg, Tobramycin Opth Sol 0.3% and Alrex Opth Susp 0.2%.	2-1-10	A monthly system for nurses to sign the MAR master key monthly will be implemented in February, and staff have been notified. The MARs of residents #3 and 4 have been corrected and staff in-serviced about the need to <u>always</u> have a diagnosis for every medication. This will be monitored by Nursing and Administration to ensure compliance.	Steps have been taken to correct violation; full compliance is not verifiable. 2/19/10 <i>[Signature]</i> Date Initials


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191 The home shall educate the resident of his/her right to question or refuse a medication if he/she believes there may be a medication error. Documentation of this resident education shall be kept.	Residents #1, 2, 3, 4 and 5 have not been educated on their right to refuse medications.	2-26-10	Residents always have the right to refuse medications, and nurses are respectful of this right. To document resident education, we will discuss this right at February's Resident Council meeting; and meet individually with any residents not present at that meeting. This will be discussed at subsequent Resident Council meetings on a regular basis.	 2/10/10


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227c The support plan shall be revised within 30 days upon completion of the annual assessment or upon changes in the resident's needs as indicated on the current assessment.	Resident #2's most recent assessment was updated 3/1/09 and the resident's most current support plan was completed on 2/19/09.	1-29-10	Resident #2's Support Plan was reviewed and is dated 3-10-09 (following assessment date of 3-1-09). There is no support plan dated 2-19-09. In quarterly chart reviews, Administrator will continue to check that date of assessments and support plans are within required parameters.	 2/10/10

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252 Each resident's record shall include the following information: (3) A photograph of the resident that is no more than 2 years old. (10) A record of incident reports for the individual resident.	-The photographs in residents #1, 2, 3, 4 and 5's records were not dated making it impossible to determine if they are more than 2 years old. -The home does not keep reportable incident reports pertaining to specific residents their record.	1-29-10 1-29-10	All current photos have been dated. Photos of all new residents will be dated. A new photo will be taken by nursing at the time of the annual assessment. Reportable Incident Reports for all current residents have been filed in their medical records. This will be followed through in the future by the administrator.	 2/19/10