

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

CERTIFICATE OF COMPLIANCE

This Certificate is hereby granted to DEVEREUX FOUNDATION, INC.

LEGAL ENTITY

To operate DEVEREUX WHITLOCK PERSONAL CARE HOME - HILLCREST COTTAGE

NAME OF FACILITY OR AGENCY

Located at 229 LEOPARD ROAD, BERWYN, PA 19312

(COMPLETE ADDRESS OF FACILITY OR AGENCY)

ADDRESS OF SATELLITE SITE

ADDRESS OF SATELLITE SITE

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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 21
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 17, 2010 until February 17, 2011,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: 198140

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

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

FEB 17 2010

Ms. Carol A. Oliver, Executive Director
Devereux Foundation, Inc.
139 Leopard Road
Berwyn, Pennsylvania 19312

RE: Devereux Whitlock Personal Care Home – Hillcrest Cottage
229 Leopard Road
Berwyn, Pennsylvania 19312

Dear Ms. Oliver:

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 cursive script 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 Devereux Whitlock Personal Care Home — Hillcrest Cottage, 229 Leopard Road, Berwyn, PA 19312		CURRENT LICENSE NUMBER 198140	
INSPECTION DATE(S) (Include all dates of the inspection) December 21, 2009		REGIONAL REPRESENTATIVE Laura Santa Maria and Lori Gensil	
SIGNATURE OF LEGAL ENTITY <i>Richard A. DiJulia</i>	DATE <i>1.17.10</i>	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>Cybil Berman</i>	DATE <i>1/28/10</i>

1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	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
26b The quality management plan shall address the periodic review and evaluation of the following: (3) Staff person training.	The quality management plan did not address the periodic review and evaluation of staff person training.	2/11/2010 <i>1-15-10</i> On-going	The Quality Management Director will develop an addendum to the Quality Management Plan to include a review and evaluation of the <u>Staff Person Training</u> requirements. At a minimum, an annual review and evaluation of the Whitlock Quality Management Plan, including the area of <u>Staff Person Training</u> will occur.	<i>2/8/10 CB</i>

PCH Division
Central Region Field Office

JAN 15 2010

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

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SIGNATURE OF LEGAL ENTITY <i>Richard A. DeJulia</i>	DATE <i>1.12.10</i>	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>Cybil Bomberg</i>	DATE <i>1/28/10</i>

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54a Direct care staff persons shall have the following qualifications: (2) Have a high school diploma, GED diploma or active registry status on the Pennsylvania nurse aide registry.	Staff person A has a 7/19/01 document from Government Secondary Technical School in Sierra Leona, Africa. Staff person A lacks the qualifications required by this regulation. Repeat Violation: 912109, et al.	1/15/2010 and on-going	The Director of Human Resources will ensure all direct care staff meet PCH educational qualifications. Direct care staff person (A) will not work in the home until PCH Department approved documentation regarding her high school diploma is received. <i>The administrator designee will review all personnel records of new hires to ensure that all qualifications are met and that documentation is in place. CB 1/28/10</i>	<i>2/8/10 CB</i>

VIOLATI, . REPORT
PERSONAL CARE HOMES - 5 5 Pa.Code Chapter 2600

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SIGNATURE OF LEGAL ENTITY <i>Richard T. DiJulia</i>	DATE <i>1.12.10</i>	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>Capt. [Signature]</i>	DATE <i>1/29/10</i>

1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	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
<p>65b Within 40 scheduled working hours, direct care staff persons, ancillary staff persons, substitute personnel and volunteers shall have an orientation that includes the following:</p> <p>(1) Resident rights. (2) Emergency medical plan. (4) Reporting of reportable incidents and conditions.</p>	<p>Staff person A, staff person B and staff person C did not receive orientation in resident rights, emergency medical plan, or reporting of reportable incidents and conditions at any time.</p>	<p>1/28/2010</p> <p>On-going</p>	<p>The PCH Administrator will ensure all employees currently on the staff roster receive an orientation in resident rights, emergency medical plan, and reporting of reportable incidents and conditions. Attached is documentation indicating staff persons B, and C received the PCH required orientation prior to working 40 hours. (The documentation could not be located at the time of the survey.) Staff person A was suspended from duty pending verification of educational qualifications (see response for #54a). On her first day of return to work, the PCH Administrator will ensure an orientation that includes resident rights, emergency medical plan, and reporting of reportable incidents and conditions is completed.</p> <p>The PCH Administrator will ensure within 40 scheduled working hours, all direct care staff persons, ancillary staff persons, substitute personnel and volunteers have an orientation that includes resident rights, emergency medical plan, and reporting of reportable incidents and conditions. The orientation checklist will be revised to include resident rights, emergency medical plan and reporting of reportable incidents and conditions. The orientation will be conducted by the Licensed PCH Administrator or designee(s).</p>	<p><i>1/29/10 CB</i></p>

**VIOLATION REPORT
PERSONAL CARE HOMES —55 Pa.Code Chapter 2600**

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65d Direct care staff persons hired after April 24, 2006 may not provide unsupervised ADL services until completion of the following: (2) Successful completion and passing the Department-approved direct care training course and passing of the competency test.	Staff person A did not complete the Department-approved direct care training course or pass the online competency test.	12/23/2009 On-going	Staff person (A) completed and passed the Department-approved direct care training course and she passed the competency test on December 23, 2009 (see attached). Future hired direct care staff persons will not provide unsupervised ADL services until they successfully complete and pass the PCH Department-approved direct care training course and pass the competency test. The Program Coordinator and Assistant Program Coordinator have been assigned the responsibility of ensuring the course and competency test are successfully completed prior to any direct care staff persons providing unsupervised ADL's in the home.	Steps have been taken to correct violation; full compliance is not verifiable <u>2/3/10</u> Date Initials (DPW)

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PERSONAL CARE HOMES —55 Pa.Code Chapter 2600

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SIGNATURE OF LEGAL ENTITY <i>Richard D. Julia</i>	DATE 1/12/10	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>Cybil Bimby</i>	DATE 1/28/10

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65g Direct care staff persons, ancillary staff persons, substitute personnel and regularly-scheduled volunteers shall be trained annually in the following areas: (3) Resident rights (under these regulations). (4) The Older Adult Protective Services Act (35 P. S. §§ 10225.101-10225.5102). (5) Falls and accident prevention.	Staff person D and staff person E were not trained in resident rights, older adult protective services act, or falls and accident prevention within the last training year.	12/23/2009 On-going	Documentation verifying the training of staff persons D and E (trained on 6/10/09) in the areas of Resident Rights, OAPS Act and Falls and Accident Prevention was confirmed. (The documentation verifying completion of the training could not be located at the time of the survey – see attached). All direct care staff persons, ancillary staff persons, substitute personnel and regularly-scheduled volunteers will be trained annually in the areas of Resident Rights, OAPS Act, and Falls and Accident Prevention. The Licensed PCH Administrator or designee(s) will ensure this training is attended annually by all staff persons working in the home.	<i>1/28/10</i> <i>ES</i>

VIOLATI. . REPORT
PERSONAL CARE HOMES —55 Pa.Code Chapter 2600

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SIGNATURE OF LEGAL ENTITY <i>Richard J. DiJulia</i>	DATE 1.17.10	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>Cybil Bamber</i>	DATE 1/22/10

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88a Floors, walls, ceilings, windows, doors and other surfaces shall be clean, in good repair and free of hazards.	The hood vent located over the stove had numerous food particles under it. Grease and rust spots covered the entire vent cover underneath.	2/12/2010 On-going	The hood vent located over the stove in the primary kitchen will be replaced. A maintenance request has been submitted. The PCH Administrator or designee(s) will conduct weekly home inspections ensuring all floors, wall, ceiling, windows, doors and other surfaces are clean, in good repair, and free of hazards.	Steps have been taken to correct violation; full compliance is not verifiable <i>2/18/10</i> <i>CS</i> Date Initials (DPW)

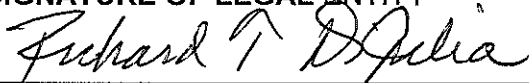

VIOLATI . REPORT
PERSONAL CARE HOMES -55 Pa.Code Chapter 2600


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183b Prescription medications, OTC medications, CAM and syringes shall be kept in an area or container that is locked. This includes medications and syringes kept in the resident's room.	A clear, oval pill was found on the floor in the corner of the kitchen by the dining room table.	1/22/10 and on-going	All direct care staff persons, ancillary staff persons, substitute personnel and regularly-scheduled volunteers will be instructed that all Prescription medications, OTC medications, CAM and syringes are to be kept in an area or container that is locked. This includes medications and syringes kept in the resident's room. The PCH Administrator or designee(s) will provide the instruction. <i>Staff will have re-education on medication administration procedures which includes observation of the resident taking the medications prior to documenting to prevent a pill being dropped. 1/28/10</i>	Steps have been taken to correct violation; full compliance is not verifiable <i>1/28/10</i> Date Initials (DPW)

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185a The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.	Resident #1 had three controlled substance count sheets for AM, NOON and PM listing "Lorazepam (Ativan) 1 mg take 1 tablet by mouth 3 times a day (AM, Noon, Evening)," but the doctor's order, prescription label and medication administration record (MAR) listed "Lorazepam (Ativan) 1 mg PO AM and 4 PM." Registered Nurse G stated that the medication changes in the month and that the staff did not change the count sheet directions. Registered nurse G also stated that there were no Noon Lorazepam pills remaining, but the count sheet listed 1 pill remaining.	1/22/2010 On-going	The assigned program nurse and/or Pennsylvania DPW Certified Medication Administration Trainer will develop, implement and train all direct care staff persons in the safe storage, access, accountability, security, distribution and use of medications and medical equipment.. The PCH Administrator, designee(s) and/or pharmacy will conduct routine and random audits of prescription medications including controlled substances to verify accuracy of medication administration.	2/8/10 

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187a A medication record shall be kept to include the following for each resident for whom medications are administered: (14) Name and initials of the staff person administering the medication.	Resident #1's MAR did not include staff person F's name. This staff person initialed for medication Loxapine 50 mg at 9 PM from 12/9/09 through 12/15/09.	1/15/2010 On-going	Staff person (F) will be instructed to sign her full signature on all MAR's for the medication she administers. The PCH Administrator or designee(s) will conduct routine and random audits of the MAR's to ensure all staff persons administering medications sign their full name and initial the MAR's.	<i>1/21/10</i> <i>EB</i>

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PERSONAL CARE HOMES —55 Pa.Code Chapter 2600

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187b The information in subsections 187a13 and 187a14 shall be recorded at the time the medication is administered,	Resident #1's Nasonex SPR 50 MCG/AC, Docusate SOD 100 mg and Loxapine Cap 50 mg were not recorded as administered during the month of December. Registered Nurse G stated that these medications were given in the month of December.	1/29/2010 On-going	The MAR that was missing at the time of the survey was located. The PCH Administrator and registered nurse G will ensure the December 2009 MAR is completed to reflect accurate medication administration. This will include administered medications for resident #1. A medication record will be kept to include the date and time of medication administration and the full signature and initials of the staff person administering the medication. The PCH Administrator, program nurse and/or Pennsylvania DPW Certified Medication Administration Trainer will routinely and randomly observe direct care staff persons' medication passes.	2/8/10 <i>CB</i>

VIOLATION REPORT

PERSONAL CARE HOMES —55 Pa.Code Chapter 2600

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187d The home shall follow the directions of the prescriber,	Resident #1's Cabergoline tab .5 mg and Lactic Acid were not present in the home.	12/22/2010 On-going	<p>The program nurse ordered and received Resident #1's missing medications.</p> <p>The program nurse will ensure all prescribed medications are received and are present in the home as ordered, and all medications are listed on the MARs.</p> <p><i>The program nurse is now conducting monthly medication audits to ensure that all medications are available for administration.</i> <i>CS 2/3/10</i></p>	<i>2/8/10 CS</i>

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

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252 Each resident's record shall include the following information: (10) A record of incident reports for the individual resident.	The home does not keep a copy of incident reports relating to residents in the residents' records.	1/5/2010 On-going	The PCH Administrator filed all PCH reportable incident reports on the Department's form for the residents in their respective files. The PCH Administrator or designee(s) will ensure all PCH reportable incident reports are recorded on the Department's form and filed in the resident's record. <i>The administrator will also maintain copies of all reportable incident forms in a central file. as 1/28/10.</i>	<i>2/8/10 CB</i>