

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

CERTIFICATE OF COMPLIANCE

This Certificate is hereby granted to CARELINK COMMUNITY SUPPORT SERVICES OF PENNSYLVANIA

To operate CARELINK COMMUNITY SUPPORT SERVICES-TORREY HOUSE

Located at 3520 DARBY ROAD, HAVERFORD, PA 19041

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 17
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 April 8, 2011 until April 8, 2012,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: **100070**

Robert E. Robinson

ISSUING OFFICER

R. C. King

DIRECTOR

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 - 01/11



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

ADULT RESIDENTIAL LICENSING

APR 06 2011

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

Ms. Eileen M. Joseph, President/CEO
Carelink Community Support Services of Pennsylvania
Baldwin Tower
1510 Chester Pike, Suite 600
Eddystone, Pennsylvania 19022

RE: Carelink Community Support Services – Torrey House
3520 Darby Road
Haverford, Pennsylvania 19041

Dear Ms. Joseph:

As a result of the Department of Public Welfare's licensing inspection on November 17, 2010 and February 14, 2011 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.

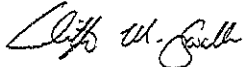

Sincerely,


A handwritten signature in black ink, appearing to be 'R. Melusky', with a long horizontal line extending to the right.

Ronald Melusky
Acting Director

Enclosures
License
Violation Report

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

NAME AND ADDRESS OF PERSONAL CARE HOME CARELINK COMMUNITY SUPPORT SERVICES TORREY HOUSE, 3520 DARBY ROAD HAVERFORD, PA 19041		CURRENT LICENSE NUMBER 100070	
INSPECTION DATES (Include all dates of the inspection) 11/17/2010		REGIONAL REPRESENTATIVE Ryan Novak, Christine McHale	
PRINTED NAME AND TITLE OF LEGAL ENTITY REPRESENTATIVE SIGNING PLAN OF CORRECTION (Required on FIRST PAGE only unless multiple representatives produce the plan)			
SIGNATURE OF LEGAL ENTITY 	DATE 12/14/10	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 3/28/11

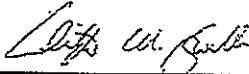
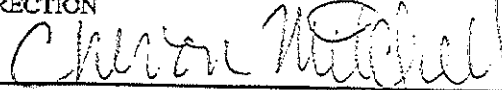
REGULATION 55 Pa.Code §2600	VIOLATION	DATE COMPLIANCE VERIFIED BY	PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	DATE COMPLIANCE VERIFIED BY
54a Direct care staff persons shall have the following qualifications: (1) Be 18 years of age or older, except as permitted in subsection (b). (2) Have a high school diploma, GED or active registry status on the Pennsylvania nurse aide registry. (3) Be free from a medical condition, including drug or alcohol addiction, that would limit direct care staff persons from providing necessary personal care	Direct care staff person A hired on 5/5/08 has a BA in Sociology from Liberia, Africa. The home does not have a waiver saying the educational requirements are equivalent to the United States.	12/13/10 12/23/10	- CARELINK'S HUMAN RESOURCES DEPARTMENT WAS NOTIFIED OF THIS SITUATION ON 11/17/10. A DOCUMENT FROM INTERNATIONAL EDUCATION EVALUATIONS VERIFIED STAFF'S EDUCATIONAL EQUIVALENCY. ALSO, A WAIVER HAS BEEN COMPLETED AND WILL BE MAILED BY 12/17/10. COPIES OF BOTH DOCUMENTS ARE ATTACHED. The waiver of 55 Pa. Code Ch. 2600.54 has been granted. Cem 3/28/11	Steps have been taken to correct violation; full compliance is not verifiable  Date 3/28/11 Initials (DPW)

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SIGNATURE OF LEGAL ENTITY <i>Cliff W. Swell</i>	DATE 12/14/10	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>Christine McHale</i>	DATE 3/28/11

REGULATION 55 Pa.Code §2600	VIOLATION	DATE COMPLIANCE VERIFIED BY	-- 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)	DATE COMPLIANCE VERIFIED BY
services with reasonable skill and safety.				

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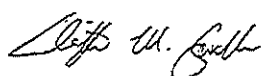
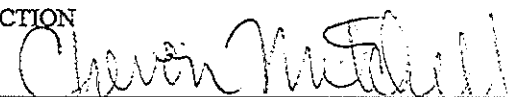
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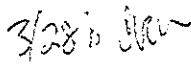
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64c An administrator shall have at least 24 hours of annual training relating to the job duties. The Department-approved administrator training course specified in subsection (a) fulfills the annual training requirement for the first year.	Staff person B, the home's administrator, completed 24 hours of annual training in training year September 2009 to August 2010. However, only 6 of the hours completed were in-person trainings. The administrator requires an additional 6 hours of in-person training.	12/14/10	<p>- THE ADMINISTRATOR HAD TAKEN A DPW APPROVED DIABETES TRAINING, IN PERSON, ON 10/25/10. THIS MAKES UP 4 OF THE 6 IN PERSON TRAINING HOURS NEEDED. PLEASE SEE THE ATTACHED TRAINING CERTIFICATE.</p> <p>- THE ADMINISTRATOR IS ALSO TRAINED IN FOR "HYDRATION AND NUTRITION IN THE AGING POPULATION." A TRAINING BEING HELD ON 3/28/11 THAT IS THREE HOURS IN LENGTH. THIS WILL MAKE UP THE OTHER TWO HOURS IF NECESSARY IN PERSON TRAINING.</p> <p>- THE ADMINISTRATOR WILL TRACK THE ANNUAL 24 HOURS & LOGS ELECTRONICALLY TO HELP ENSURE THAT THEY ARE PROPERLY COMPLETED.</p>	<p>Steps have been taken to correct violation; full compliance is not verifiable</p> <p>3/28/11 Date</p> <p>Initials (DPW) /s/ [Signature]</p>

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TORREY HOUSE

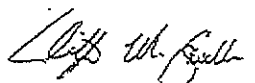

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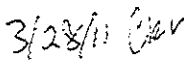
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65i A record of training including the direct care staff person trained, date, source, content, length of each course and copies of any certificates received, shall be kept.	The home's record of direct care staff training does not include length of trainings.	12/1/10	- THE FOUR QUARTERLY TRAINING SHEETS HAVE BEEN ALTERED FOR THE 2011 CALENDAR YEAR, REFLECTING HOURS TRAINED. A COPY OF THE FIRST QUARTER TRAINING SHEET FOR 2011 IS ATTACHED.	3/28/11 

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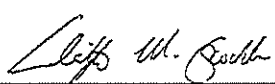

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66a A staff training plan shall be developed annually.	The home does not have a staff training plan for 2010.	11/29/10	<ul style="list-style-type: none"> - A 2011 TRAINING SCHEDULE/CALENDAR WAS CREATED AND PRESENTED TO STAFF AT A STAFF MEETING ON 12/3/10. - A COPY OF THE TRAINING SCHEDULE IS ENCLOSED. - THE PROGRAM ADMINISTRATOR WILL BE RESPONSIBLE FOR CREATING THE ANNUAL TRAINING SCHEDULE. THIS WAS ALSO ADDED TO THE PROGRAMS ADMINISTRATIVE CALENDAR. 	3/28/11 


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TORREY HOUSE

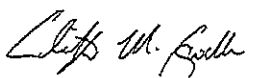
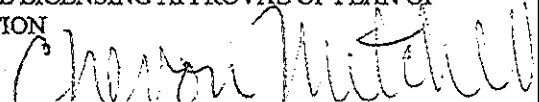
PAGE 03


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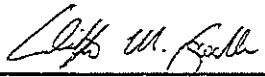
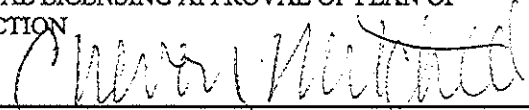
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93a Each ramp, interior stairway and outside steps shall have a well-secured handrail.	There is a step-down on the rear exit of the home from the kitchen to the back porch. There is no grab bar or handrail in place.	12/7/10	- A WORK ORDER WAS PLACED ON 11/23/10. A HANDRAIL WAS INSTALLED ON 12/7/10. PLEASE SEE AN ENCLOSED PICTURE.	 2/19/11


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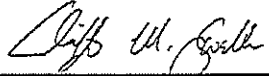

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95 Furniture and equipment shall be in good repair, clean and free of hazards.	The cushions of two wooden blue chairs are torn in multiple places. The arms of the blue recliner are torn and exposing the foam on the inside of the recliner. The chairs are located in the sitting area of the main entrance of the home.	11/19/10	THE BLUE RECLINER WAS THROWN AWAY, AS WERE THE TORN CUSHIONS. NEW CUSHIONS WERE PLACED ON THE FURNITURE. A PICTURE OF THE NEW CUSHIONS IS ENCLOSED.	11/14/11 


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103f Food requiring refrigeration shall be stored at or below 40°F. Frozen food shall be kept at or below 0°F. Thermometers shall be required in refrigerators and freezers.	The following items were found in the pantry area opened and labeled "refrigerate after opening": <ul style="list-style-type: none"> • Bottle of cocktail sauce • Jar of Harvard beets • 2 jars of wheat germ 	12/3/10	- All items were replaced in the refrigerator. All staff were reminded to ensure all foods be properly stored at a staff meeting on 12/3/10.	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> Steps have been taken to correct violation; full compliance is not verifiable  Date: 2/24/11 Initials: (DPW) </div>


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105g1 To reduce the risks of fire hazards, lint shall be removed from the lint trap and drum of clothes dryers after each use.	There was an accumulation of lint and a cigarette butt in the lint trap of the dryer as soon as you walk in the door of the laundry room located in the kitchen.	11/17/10	<ul style="list-style-type: none"> - LINT AND ALL EXCESS MATERIALS WERE CLEARED FROM THE TRAP OF THE DRYER. PLEASE SEE THE ENCLOSED PICTURE. - STAFF WILL ENSURE THAT THE DRYER TRAPS ARE CLEARED AFTER EVERY LOAD OF LAUNDRY IS COMPLETED. - THIS TASK IS ALSO NOW AN ITEM ON STAFF'S WEEKLY FACILITY SAFETY CHECKLIST. 	2/14/11 

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105g2 Lint shall be cleaned from the vent duct and internal and external ductwork of clothes dryers according to the manufacturer's instructions.	The duct work on the outside of the home from the dryer was covered in lint. There were piles of lint on the lawn in front of the window as well as the window screen being covered in lint.	11/17/10	-THE DUCT WORK WAS CLEARED OF LINT, AND THE PILES OF LINT WERE REMOVED FROM THE FRONT LAWN. THE WINDOW SCREEN WAS ALSO REMOVED AND CLEARED OF LINT. PLEASE SEE THE ENCLOSED PICTURE. ALSO ATTACHED IS A COPY OF OUR FACILITY'S WEEKLY SAFETY CHECKLIST.	 2/19/11

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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 and #2 have not been educated to the resident's right to refuse medication if the resident believes that there may be a medication error.	11/17/10	<ul style="list-style-type: none"> -THE TWO RESIDENTS WERE, IN FACT, EDUCATED TO THEIR RIGHT TO REFUSE MEDICATION. A LIST OF RESIDENT RIGHTS WAS REVIEWED AND SIGNED BY THEM AS WELL AS THE ADMINISTRATOR ON THE DATES OF THEIR ADMISSION. -ALL RESIDENTS REVIEW THESE RIGHTS ON AN ANNUAL BASIS AND SIGN OFF ON THEM ANNUALLY AS WELL. RESIDENTS #1 AND #2 HAVE NOT RESIDED AT TORREY HOUSE FOR A YEAR, THEREFORE THEIR COPY WAS NOT PRESENT WITH THE ANNUAL SIGN-OFFS, BUT RATHER WITH THEIR ADMISSIONS PAPERWORK. PLEASE SEE ATTACHED COPIES OF BOTH. -IN ADDITION, A COPY OF THE RESIDENT RIGHTS POSTER, FROM THE DPH WEBSITE, WAS PRINTED AND POSTED IN THE LIVINGROOM. 	3/28/11



We serve individuals who need specialized supports to achieve recovery, wellness, and self-determination

Eileen M. Joseph, M.S., C.P.R.P.
President/CEO

REVISION TO PLAN OF CORRECTIONS AS IT RELATES TO PAGE 11, REGULATION 191, RELATING TO RESIDENT RIGHTS.

THE PROGRAM'S LIST OF RESIDENT RIGHTS HAS BEEN CORRECTED AND NOW CLEARLY STATES THE RESIDENT'S RIGHT TO REFUSE MEDICATION. ALL RESIDENTS HAVE BEEN EDUCATED TO THIS RIGHT AND HAVE ALSO SIGNED OFF ON IT, AS THEY DO ON AN ANNUAL BASIS. THE PROGRAM ADMINISTRATOR WILL ENSURE THAT THESE RIGHTS ARE REVIEWED WITH THE RESIDENTS ON AN ANNUAL BASIS AND WILL ALSO CONTINUE TO KEEP SIGNED DOCUMENTATION OF THE REVIEW. THE REVISED DOCUMENTS WERE REVIEWED WITH ALL RESIDENTS ON 3/17/11. PLEASE FIND A NEW COPY OF THE RESIDENT RIGHTS.

3/23/11 

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226a The resident shall be assessed for mobility needs as part of the resident's assessment.	Resident #2's medical evaluation dated 3/8/10 notes "difficulty understanding and following oral directions in the event of an emergency." The assessment dated 4/21/10 notes the resident has no mobility needs. The two documents are not in agreement.	11/17/10	<p>- A CORRECTION WAS MADE TO THE EXISTING PCH ASSESSMENT TO REFLECT RESIDENT #2'S MOBILITY NEEDS. THE MEDICAL EVALUATION AND ASSESSMENT ARE NOW IN AGREEMENT. A COPY OF THE UPDATED ASSESSMENT PAGE IS ATTACHED.</p> <p>- Moving forward, the PCH ASSESSMENT WILL REFLECT ALL OF THE INFORMATION ON THE MEDICAL EVALUATION.</p>	<p>Steps have been taken to correct violation; full compliance is not verifiable</p> <p><i>SJS</i> Initials (DPW)</p> <p>3/22/11 Date</p>