

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

CERTIFICATE OF COMPLIANCE

This Certificate is hereby granted to THE NEW HERITAGE TOWERS, INC.

LEGAL ENTITY

To operate HERITAGE TOWERS

NAME OF FACILITY OR AGENCY

Located at 200 VETERANS LANE, DOYLESTOWN, PA 18901

(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 75
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 May 17, 2011 until May 17, 2012,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: **127180**

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

MAY 17 2011

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

Ms. Beatrice M. Stenta, Administrator
The New Heritage Towers, Inc.
Heritage Towers
200 Veterans Lane
Doylestown, Pennsylvania 18901

Dear Ms. Stenta:

As a result of the Department of Public Welfare's licensing inspection on May 2, 2011 and May 3, 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 read 'R. Melusky'.

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 HERITAGE TOWERS, 200 VETERANS LANE DOYLESTOWN, PA 18901		CURRENT LICENSE NUMBER 127180	
INSPECTION DATES (Include all dates of the inspection) 05/02/2011		REGIONAL REPRESENTATIVE James Jesse Hummel, Patricia Adams	
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 <i>Bearce M Stenta</i>	DATE 5/10/11	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>Cherwon Mitchell</i>	DATE 5/12/11

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
91 Telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control center, municipal emergency management agency and personal care home complaint hotline shall be posted on or by each telephone with an outside line.	<p>Resident room number 210 does not have the emergency numbers posted by the telephone located in the bedroom. The telephone has an outside line.</p> <p>Resident room number 305 does not have the emergency numbers posted by the telephone located in the bedroom and the living room. The telephones have an outside line.</p> <p>Resident room number 420 does not have the emergency numbers posted by the telephone located in the bedroom. The telephone has an outside line.</p>	<p>5/4/11</p> <p>5/4/11</p> <p>5/4/11</p> <p>5/9/11</p> <p>OK going</p>	<p>Resident 210 has emergency phone numbers posted on all phones in the apartment. See attachment A B C</p> <p>Resident 305 has emergency phone numbers posted on all phones in the apartment. See attachment D A C</p> <p>Resident 420 has emergency phone numbers posted on all phones in the apartment. See attachment E A B</p> <p>Staff was in-serviced and reviewed violation. See attachment 1</p> <p>To prevent reoccurrence initial "admission check list" is checked off that the emergency numbers are attached to all resident phones in apartment. See attachment 3</p> <p>A quarterly audit of residents' phones will be conducted by PCA to ensure compliance. See attachment. See attachment 4</p> <p>Violation compliance will be reviewed at Quality Management Meeting. Monitor by PCHA</p>	<p>5/12/11 <i>OCM</i></p>

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

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SIGNATURE OF LEGAL ENTITY <i>Beatrice Y. Stenta</i>	DATE 5/10/11	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>Cheron Mitchell</i>	DATE 5/12/11

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
141a The medical evaluation shall include the following: (1) A general physical examination by a physician, physician's assistant or nurse practitioner. (2) Medical diagnosis including physical or mental disabilities of the resident, if any. (3) Medical information pertinent to diagnosis and treatment in case of an emergency. (4) Special health or dietary needs of the resident. (5) Allergies. (6) Immunization	<p>The medical evaluation completed for resident #1, dated 4/13/11 does not include the resident's medication regimen, or if the resident requires body positioning or movement stimulation.</p> <p>The medical evaluation completed for resident #2, dated 1/4/11 does not include the resident's medication regimen.</p> <p>The medical evaluation completed for resident #3, dated 9/7/10 does not include the resident's medication regimen.</p> <p>Repeated Violations: 03/11/2010</p>	<p>5/15/11</p> <p>5/19/11</p> <p><i>on going</i></p>	<p>141a Resident 720 has medication list attached to Medication Evaluation</p> <p>Resident 210 and 331 has medication list attached to Medication Evaluations</p> <p>Staff was in-serviced and reviewed violation. See attachment 1</p> <p>To prevent reoccurrence of the violation all medical evaluation will be reviewed by nurse. If the medical evaluation does not have medication regimen noted or attached to the medical evaluation. The form will be faxed back to physician (or PA or CRNP) to be 100% complete. The nurses will check new admission, yearly and significant changes that require a new medical evaluation monthly See attachment 2</p> <p>Compliance of the violation will be reviewed at Quality Management Meeting. Monitor by PCHA</p>	<p>Steps have been taken to correct violation; full compliance is not yet attainable</p> <p><i>SM</i> Date Initials (DPW)</p>

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

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history. (7) Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications. (8) Body positioning and movement stimulation for residents, if appropriate. (9) Health status. (10) Mobility assessment, updated annually or at the Department's request.			<i>see page 2</i>	

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

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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 #2 is prescribed the PRN medication Tylenol 325mg. The home did not have this medication available for resident #2. Resident #4 is prescribed the PRN medication Bumetanide 2.5mg. The home did not have this medication available for resident #4. Repeated Violations: 03/11/2010	5/3/11 5/3/11 5/9/11 6/9/11 <i>Spring</i>	185a Resident #2 PRN Tylenol is available and in medication Cart. Corrected the day of survey Resident #4 is PRN bumetanide is available and in the medication cart. Corrected day of survey To prevent reoccurrence of the violation in-service conduct with PC staff as follows: Medication Management and review of DPW Violations. See attachment 1 Bi weekly audit of medication cart by licensed nurse to ensure compliance submitted to nurse supervisor Compliance of the violation will be reviewed at Quality Management Meeting. See attachment 5	5/12/11 <i>W</i> Date Initials (DPW)

Steps have been taken to correct violation; full compliance is not yet attainable
5/12/11
Date
Initials (DPW)

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

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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
188b A medication error shall be immediately reported to the resident, the resident's designated person and the prescriber.	<p>The home did not administer the medication Calcium Acetate 667mg as prescribed to resident #7 on 4/1/11, 4/4/11, 4/14/11, 4/15/11, 4/21/11, 4/25/11, 4/28/11 or 4/30/11 at 12:00pm. This medication was also not administered as prescribed on 4/26/11 at 8:00am.</p> <p>The home did not administer the medication Remvea 800mg as prescribed to resident #7 on 4/1/11, 4/4/11, 4/14/11, 4/15/11, 4/21/11, 4/25/11, 4/28/11, 4/28/11 and 4/30/11 at 12:00pm. This medication was also not administered as prescribed on 4/26/11 and 4/27/11 at 8:00am.</p> <p>These medication errors were not reported to the resident, the resident's designated person or the prescriber.</p>	<p>5/4/11 5/5/11</p> <p>5/9/11 2790ms on going</p>	<p>188b May 4, 2011 noon medication was sent with resident to dialysis and is documented. May 5, 2011, Physician change medication times from 8am, 12 noon and 4pm to 8am, 4pm, and 8m see attachment D To prevent reoccurrence of the violation in-service conduct with PC staff as follows: Medication Management and review of DPW Violations. See attachment 1 Physician, resident and designated person will be notified immediately of the medication error. MAR books will be checked daily by med tech and randomly by all nurses. See attachment 6 Compliance of the violation will be reviewed at Quality Management Meeting. Monitor by nurse supervisor and PCHA</p>	<p>5/12/11</p>

Steps have been taken to correct violation; full compliance is not verifiable
5/12/11

Date
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187c If a resident refuses to take a prescribed medication, the refusal shall be documented in the resident's record and on the medication record. The refusal shall be reported to the prescriber within 24 hours, unless otherwise instructed by the prescriber. Subsequent refusals to take a prescribed medication shall be reported as required by the prescriber.	<p>On 4/11/11, resident #6 refused the prescribed medications Famotidine 20 mg and Celecoxib 100mg at 8:00am. The home did not notify the resident's physician of the medication refusal.</p> <p>On 3/27/11, 3/28/11, and 3/29/11 resident #6 refused the prescribed medication Lidoderm 5% patch. The home did not notify the resident's physician of the medication refusals.</p> <p>On 2/9/11, 2/10/11, and 2/11/11 resident #6 refused the prescribed medication Senokot 8.6mg. The home did not notify the resident's physician of the medication refusals.</p>	<p>5/9/11 <i>or [signature]</i></p>	<p>To prevent reoccurrence Med Techs were in-serviced Medication Management and reviewed DPW violation Staff was in-serviced on procedure when resident refuses medication the nurse must be notified and nurse will inform physician. See attachment 1</p> <p>Random MAR audit done by nurses daily</p> <p>15 Medication Audit weekly conducted nurses Submitted audits PCHA ATTACHMENT 7</p> <p>Random MAR audit done by nurses daily</p> <p>Compliance of the violation will be reviewed at Quality Management Meeting.</p> <p>Monitor by PCHA</p>	<p>Steps have been taken to correct violation; full compliance is not verifiable</p> <p>5/12/11 Date Initials (DPW)</p>

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202 The following procedures are prohibited: (1) Seclusion, defined as involuntary confinement of a resident in a room from which the resident is physically prevented from leaving, is prohibited. (2) Aversive conditioning, defined as the application of startling, painful or noxious stimuli is prohibited. (3) Pressure point techniques, defined as the application of pain for the purpose of achieving	Resident #8 was administered the prescribed medication Alprazolam .25mg as needed on 4/11/11 at 8:00pm, 4/3/11 at 7:45pm, 4/15/11 at 5:30pm, 4/17/11 at 9:00pm, 4/20/11 at 7:00pm, 4/21/11 at 8:00pm, and 4/28/11 at 7:00pm. The PRN medication was administered with the purpose of Agitation.	5/9/11 <i>on forms</i>	To prevent reoccurrence Med Techs were in-serviced Medication Management, and reviewed DPW violation. Staff was in-serviced on the purpose of the medication and intervention pertains to diagnosis. See attachment 1 Random MAR audit done by nurses daily Compliance of the violation will be reviewed at Quality Management Meeting. Monitor by PCHA	Steps have been taken to correct violation; full compliance is not verifiable 5/12/11 Date/Initials (DPW)

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

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<p>compliance, is prohibited.</p> <p>(4) A chemical restraint, defined as use of drugs or chemicals for the specific and exclusive purpose of controlling acute or episodic aggressive behavior, is prohibited.</p> <p>(5) A mechanical restraint, defined as a device that restricts the movement or function of a resident or portion of a resident's body, is prohibited.</p> <p>(6) A manual restraint, defined as a hands-on physical means that restricts, immobilizes or</p>			<i>see page 7</i>	

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

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		<i>Cheron Mitchell</i>	5/12/11

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reduces a resident's ability to move his arms, legs, head or other body parts freely, is prohibited.		5/10/11	<i>See page 7</i>	

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<p>224a A determination shall be made within 30 days prior to admission and documented on the Department's preadmission screening form that the needs of the resident can be met by the services provided by the home.</p>	<p>The pre-admission screening form completed for resident #9 dated 1/8/11 was completed more than 30 days prior to the resident's admission to the home on 2/11/11.</p> <p>Repeated Violations: 05/11/2011</p>	<p><i>07/1/11</i> <i>Goering</i></p>	<p>224a The Pre-admission screening resident 9 was not completed more than 30 days prior to admission. To prevent recurrence of the violation we have put in place systems to assure pre-admission forms are checked that the screening is done within thirty days prior to admission to our community by the PCHA see attachment 2 Compliance of the violation will be reviewed at Quality Management Meeting. Monitor by PCHA</p>	<p style="text-align: center;">Steps have been taken to correct violation, full compliance is not verifiable</p> <p style="text-align: center;"><i>[Signature]</i> Date _____ Initials (DPW)</p>

0001/002

05/12/2011 THU 13:12 FAX