



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE
Norristown State Hospital
1001 Sterigere Street
Bldg 2 Rm. 161
Norristown, Pennsylvania 19401

ADULT RESIDENTIAL LICENSING

1-866-711-4115
610-270-1137

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
Mailing Date: November 30, 2011

Mr. John Bulman, VP, COO
Milestones, Inc
614 North Easton Road
Glenside, Pennsylvania 19038

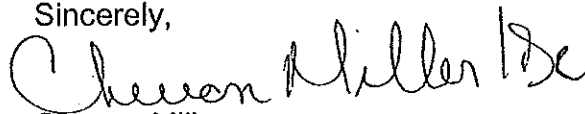
RE: Milestones, Inc. /2538 Gypsy Lane
2538 Gypsy Lane
Cheltenham Township, Pennsylvania 19038

Dear Mr. Bulman:

As a result of the Department of Public Welfare's licensing inspection on August 10, 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.

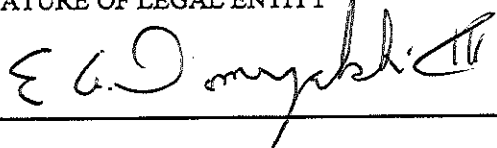
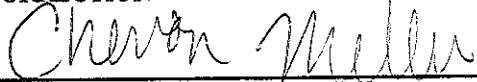
All violations specified on the enclosed Violation Report must be corrected by the dates specified on the Violation Report and continued compliance with 55 Pa.Code Ch. 2600 must be maintained. As soon as each violation is corrected, notify the Department's Regional Office of Adult Residential Licensing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


Sincerely,


Chevon Miller
Regional Licensing Administrator

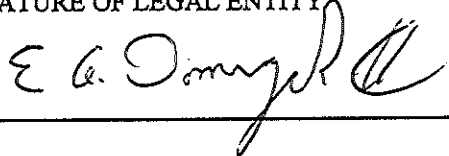

Enclosure(s)
Violation Report

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

NAME AND ADDRESS OF PERSONAL CARE HOME MILESTONES INC 2538 GYPSY LANE, 2538 GYPSY LANE CHELTENHAM TOWNSHI, PA 19038		CURRENT LICENSE NUMBER 128340	
INSPECTION DATES (Include all dates of the inspection) 08/10/2011		REGIONAL REPRESENTATIVE James Jesse Hummel, Lori Knockstead	
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 9-6-11	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 11/12/11

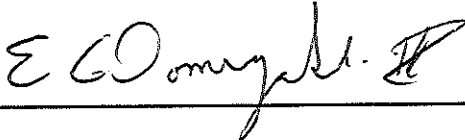

REGULATION 55 Pa.Code §2600	VIOLATION	DATE COMPLIANCE VERIFIED BY	PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)		DATE COMPLIANCE VERIFIED BY
141b1 A resident shall have a medical evaluation: (1) At least annually.	The medical evaluation completed for resident #1 was completed more than one year ago. The medical evaluation was completed on 7/23/10.		141b1 All residents will have a medical evaluation completed annually. The lead Residential Advisor will be responsible to make all medical appointments. The change will be made effective immediately on 8/10/11.		
187d The home shall follow the directions of the prescriber.	Resident #1 has had an ongoing issue with Urinary Tract Infections. The resident's primary physician believes the residents urinary tract infections has also led to a change in the resident's mental status. On 8/2/11 the physician ordered a urinalysis, and asked the home to obtain a urine sample. To this date the home has yet to obtain a urine sample.		The program Director spoke to the lead Residential Advisor to be sure she makes all medical appointments one month prior to due dates. The Assistant Program Director compiled a spreadsheet of all due dates for medical evaluations and will send out alerts to remind staff. Procedure review will be held on September 6 th and 8 th 2011 at staff meeting as well as periodically. Resident #1 medical evaluation was completed on 8/17/11.	Steps have been taken to correct violation; full compliance is not verifiable  Date 11/12/11 Initials (DPW)	

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141b1 A resident shall have a medical evaluation: (1) At least annually.	The medical evaluation completed for resident #1 was completed more than one year ago. The medical evaluation was completed on 7/23/10.		^{187d} The home will follow all prescribed directions from medical personnel. The Lead Residential Advisor will be responsible for following all directions of the prescriber. The change was made immediately on 8/10/11. As soon as the Lead Residential Advisor receives requests for follow on appointment, the appointment will be made that same day. The Lead Residential Advisor will inform the Program Director of all follow on appointment requests. The Assistant Program Director met with the Lead Residential Advisor on 9/6/11 and reviewed the new procedure for follow on appointments. This will occur periodically throughout the year with Lead Residential Advisors from all sites. Urine sample obtained on 8/17/11. Resident # declined all previous attempts, documents are enclosed. Resident #1 was approved for the Navigator program at Abington Hospital which will assist with medical consultation.	
187d The home shall follow the directions of the prescriber.	Resident #1 has had an ongoing issue with Urinary Tract Infections. The resident's primary physician believes the residents urinary tract infections has also led to a change in the resident's mental status. On 8/2/11 the physician ordered a urinalysis, and asked the home to obtain a urine sample. To this date the home has yet to obtain a urine sample.			Steps have been taken to correct violation; full compliance is not verifiable Date <u>11/12/11</u> Initials (DPW) <u>[Signature]</u>

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225c The resident shall have additional assessments as follows: (1) Annually. (2) If the condition of the resident significantly changes prior to the annual assessment. (3) At the request of the Department upon cause to believe that an update is required.	The most recent assessment for resident #1 was completed on 9/1/10. The assessment completed does not address the residents past history of suicidal ideations as well as attempts.		All residents will have assessments annually, if a significant change occurs or at the request of the Department. The Lead Residential Advisor will be responsible for updating all assessments. The change was made immediately on 8/10/11. Resident #1 assessment was updated on 8/10/11. The Program Director will review all assessments to be sure they are updated and complete. The Program Director will do periodic chart audits to ensure that all assessments are updated and complete. Program Director will review with all staff how assessments are to be completed and how to make significant changes on September 6th and 8th at the staff meeting. This training will be completed annually and periodically as needed.	<p style="text-align: center;">have been taken to correct violation; full compliance is not verifiable</p> <p style="text-align: center;">11/12/11</p> <p style="text-align: center;">Initials (DPW)</p>