

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

CERTIFICATE OF COMPLIANCE

This Certificate is hereby granted to NHS MONTGOMERY COUNTY

LEGAL ENTITY

To operate NORTHWESTERN HUMAN SERVICES OF MONTGOMERY COUNTY

NAME OF FACILITY OR AGENCY

Located at 478 BETHLEHEM PIKE, FORT WASHINGTON, PA 19034

(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 8
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 26, 2012 until May 26, 2013,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: 127950

Robert E. Robinson

ISSUING OFFICER

[Signature]

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

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

JUN 01 2012

Ms. Sharon Testa, Executive Director
NHS Montgomery County
Attn: Linda McNulty
400 North Broad Street
Lansdale, Pennsylvania 19446

RE: Northwestern Human Services of Montgomery County
478 Bethlehem Pike
Fort Washington, Pennsylvania 19034

Dear Ms. Testa:

As a result of the Department of Public Welfare's licensing inspection on March 9, 2012 and March 13, 2012 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.


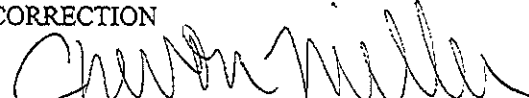
Sincerely,

A handwritten signature in black ink, appearing to be 'R' followed by a long horizontal stroke.

Ronald Melusky
Director

Enclosures
License
Violation Report

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

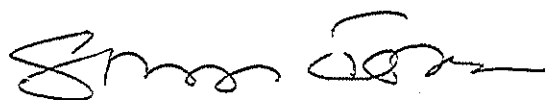
NAME AND ADDRESS OF PERSONAL CARE HOME NORTHWESTERN HUMAN SERVICES OF MONTGOMERY COUNTY, 478 BETHLEHEM PIKE FORT WASHINGTON, PA 19034		CURRENT LICENSE NUMBER 127950	
INSPECTION DATES (Include all dates of the inspection) 03/09/2012 & 3/13/12		REGIONAL REPRESENTATIVE Christine McHale, Amy Scharpf	
PRINTED 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 4/10/12	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 5/20/12

REGULATION 55 Pa. Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	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
20b2 Resident funds shall be disbursed during normal business hours within 24 hours of the resident's request.	On 11/9/11, resident #1 requested a disbursement of funds from the home in the amount of \$100. The home maintains an account for each resident in their main office and will issue checks for disbursement of funds. The funds were not withdrawn from the resident's account until 11/17/11. The check for the money was not cashed by the home until 12/2/11.		(see addendum I) ADULT RESIDENTIAL LICENSING SOUTHEAST REGION FIELD OFFICE APR 10 2012 RECEIVED	Steps have been taken to correct violation; full compliance is not verifiable 5/20/12 Date Initials (DPW)

Addendum I (Regulation 55PA. Code 2600)

20b2

Date By Which Correction Will Be Completed	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).
May 15, 2012	<p>Step 1: Discuss with residents the removal of all client funds from Corporate Client Finance Office, stressing the fact that clients will receive funds up to \$800.00 within twenty-four hours through a Money Access Card. (MAC).</p> <p>Step 2: If individual clients agree to this transfer, the program manager and each of the three residents will go to Wells Fargo Bank and fill out the forms for a MAC. If there are residents that do not agree with this process the program manager will work with the Resident Finance Office to devise another plan suitable to the resident and the Department of Public Welfare regulations.</p> <p>Step 3: To make sure this violation against regulation 20b does not occur again, the residents who have NHS as a representative payee will be asked to fill out a banking satisfaction form after each financial transaction that involves this new process with the MAC. (See Addendum 1a attached).</p>



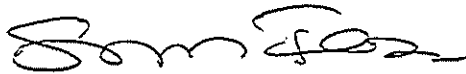

4/10/12

May 14, 2012 (Staff Training)

Step 4: Staff will be trained on the process for residents receiving personal funds through the MAC by May 14, 2012. Each staff member will receive a written protocol listing the importance of residents receiving personal funds within 24 hours of a request and the completion of the banking satisfaction form. Staff will also keep a record of the MAC transactions with the resident, including the dates, amounts of deposits, amounts of withdrawals and the current balance.. Further, the transaction of funds will always occur during regular business hours.

Sam ~~Lee~~ 4/11/12

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

NAME AND ADDRESS OF PERSONAL CARE HOME NORTHWESTERN HUMAN SERVICES OF MONTGOMERY COUNTY, 478 BETHLEHEM PIKE FORT WASHINGTON, PA 19034		CURRENT LICENSE NUMBER 127950	
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REGULATION 55 Pa.Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	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
25c1 Each resident shall retain, at a minimum, the current personal needs allowance as the resident's own funds for personal expenditure. A contract to the contrary is not valid. A personal needs allowance is the amount that a resident shall be permitted to keep for his personal use.	The contracts for residents #1, #2, and #3, who receive SSI, specify that the residents will retain a personal needs allowance of \$65.00. The current personal needs allowance is \$85.00.		(See Addendum II)	<p style="font-size: small;">Steps have been taken to correct violation; full compliance is not verifiable</p> <p style="font-size: small;">5/20/12 Date</p> <p style="font-size: small;">Initials (DPW)</p>

Addendum I I (Regulation 55PA. Code 2600)

25c1

Date By Which Correction Will Be Completed	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).
April 30, 2012	<p>Step 1: Discuss the importance of each resident in the Personal Care Home receiving \$85.00 per month, not \$65.00 no matter what their costs to the pharmacy with the client funds department.. Pharmacy co-payments will be handled with left over funds, but will not be deducted from the \$85.00 allowance which each resident is entitled to.</p> <p>Step 2: A new resident contract will be developed that specifies an \$85.00 per month allowance, rather than \$65.00, and residents will be asked to sign the new contract. Residents will be given the new contract for review 30 days before it goes into effect.</p> <p>Step 3: To make sure this violation against regulation 25c1 does not occur again, the residents who have NHS as a representative payee will be asked to fill out a banking satisfaction form after each financial transaction that involves their monthly allowance indicating that they have received the correct amount for the month (see Addendum Ia)..</p>

Sam Tom 2/10/12

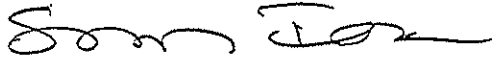

5/20/12

April 23, 2012

Step 4: Staff will be informed of the monthly allowance residents must receive (\$85.00). Each staff member will receive a written protocol listing the importance of residents receiving an allowance of \$85.00 per month rather than \$65.00, and the importance of each resident filling out a Resident Banking Satisfaction Form whenever receiving their monthly allowance.

Sam Torres 4/10/12

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

NAME AND ADDRESS OF PERSONAL CARE HOME NORTHWESTERN HUMAN SERVICES OF MONTGOMERY COUNTY, 478 BETHLEHEM PIKE FORT WASHINGTON, PA 19034		CURRENT LICENSE NUMBER 127950	
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REGULATION 55 Pa.Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	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
25c10 (10) A statement that the resident is entitled to at least 30 days' advance notice, in writing, of the home's request to change the contract.	<ul style="list-style-type: none"> - Resident #1 had a rent increase that was effective 2/23/12. The resident was not notified of this change until 2/17/12. - Resident #4 had a rent increase that was effective 2/23/12. The resident was not notified of this change until 2/17/12. 		<p style="font-size: 2em; font-family: cursive;">(See Addendum III)</p>		<p style="font-size: 0.8em;">Steps have been taken to correct violation; full compliance is not verifiable</p> <p style="font-size: 0.8em;">5/20/12</p> <p style="font-size: 0.8em;">Date Initials (DPW)</p>

Addendum III (Regulation 55PA. Code 2600)

25c10

Date By Which Correction Will Be Completed	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).
May 1, 2012	<p>Step 1: Negotiate with Resident Finance Office to return the portion of rent which was the increase for the months of February and March and begin to take the increase in April 2012 allowing Residents a true 39 day notice of the rental increase.</p> <p>Step 2: The program manager will devise a new rent increase memo indicating NHS's mistake in not allowing a 30 day notice, and that April, 2012 as opposed to February will be the month that the increase begins. Residents will also be informed in the memo of the amount of funds that will be returned to them.</p> <p>Step 3: To make sure this violation against regulation 25c10 does not occur again, the program manager will send a memo to all residents reminding them of regulation 55 2600c10 which states that all residents are entitled to a 30 day notice of any contract change.</p>



Sam Jones 4/10/12

April 30, 2012

Step 4: Staff will be trained on regulation 55 2600.25c10 to insure their understanding and commitment to this policy. Staff will be asked to sign-off on the policy during training.

Sam [Signature] 4/10/12

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

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REGULATION 55 Pa.Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	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
26a The home shall establish and implement a quality management plan.	The home conducted a quality management review in December 2011. During the review, the home did not review staff person training as listed in their quality management plan.		(See Addendum IV)	<p style="font-size: small; margin: 0;">Steps have been taken to correct violation; full compliance is not verifiable</p> <p style="font-size: small; margin: 0;">Date <u>3/20/12</u> Initials (DPW) <u>MS</u></p>



Addendum IV (Regulation 55Pa. Code 2600)

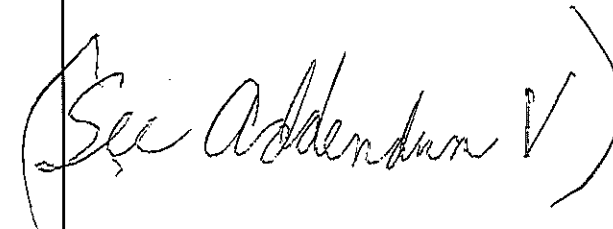
26a

Date By Which Correction Will Be Completed	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).
June 1, 2012	<p>Step 1: Program manager developed Policy 2600.26(A) Quality Management Plan / Training and Addendum IVa Quality Management Indicator for Staff Training / NHS Personal Care Home in response to this violation given on March 9, 2012.</p> <p>Step 2: The Quality Management Indicator will be utilized annually to determine staff compliance with State training requirements.</p> <p>Step 2: The program manager will review Policy 260026(A) with all new staff during on-site orientation.</p> <p>Step 3: To make sure this violation against regulation 26A does not occur again, the program manager will set up any missed training for staff after determining missed training through the Quality Management Indicator for Staff Training. NHS Personal Care Home.</p>

Sam Dora 4/10/12

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

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26b The quality management plan shall address the periodic review and evaluation of the following: (1) The reportable incident and condition reporting procedures. (2) Complaint procedures. (3) Staff person training. (4) Licensing violations and plans of correction, if applicable. (5) Resident or family councils, or both, if applicable.	The home's quality management plan does not address licensing violations and plans of corrections.			5/20/12 CRV

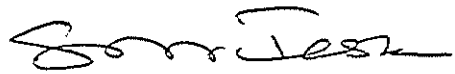

Addendum V (Regulation 55Pa. Code 2600)

26b

Date By Which Correction Will Be Completed	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).
May 1, 2012	<p>Step 1: Program manager developed Policy 2600.26(B) Quality Management Plan / Licensing Violations / Plans of Correction on March 9, 2012 (see Policy 2600.26b- attached)</p> <p>Step 2: Utilize Quality Management Indicator for State Licensure Violations / Plans of Correction and Incident Reports annually.</p> <p>Step 3: Train staff on policy 2600.26b and Quality Management Indicator during on-site orientation.</p> <p>(See Policy 2600.26b and Quality Management Indicator for State Licensure Violations / Plans of Correction / Incident Reports</p>

Sam Jones 4/10/12

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

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REGULATION 55 Pa.Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	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
27a If a home agrees to admit a resident eligible for SSI benefits, the home's charges for actual rent and other services may not exceed the SSI resident's actual current monthly income reduced by the current personal needs allowance.	The current personal needs allowance is \$85.00. All residents of the home who receive SSI, including residents #1 and #4, only receive \$65.00 for spending money per month.		<i>(See Addendum VI)</i>	<i>5/20/12 Cor</i>


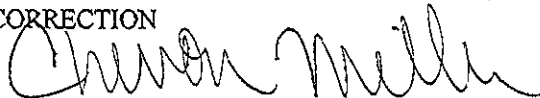
Addendum VI (Regulation 55Pa. Code 2600)


27a

Date By Which Correction Will Be Completed	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).
April 30, 2012	<p>Step 1: Negotiate with Resident Financial Department to insure that all residents receive State approved allowance of \$85.00 per month.</p> <p>Step 2: Inform and train staff during on-site orientation and develop an information bulletin for senior staff regarding monthly allowance for residents.</p> <p>Step 3: Review 55Pa. Code 2600 . 27a with staff during training and in information bulletin.</p> <p><i>As a long term plan for monitoring \$85.00 allowance each month or at any time Client funds are disbursed the funds will be reviewed, monitored and documented by the program manager or the manager's designee.</i></p> <p><i>Client 5/20/12</i></p>



Sam Jean 4/18/12

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

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<p>51/52</p> <p>Criminal history checks and hiring policies shall be in accordance with the Older Adult Protective Services Act (35 P. S. §§ 10225.101—10225.5102) and 6 Pa. Code Chapter 15 (relating to protective services for older adults).</p> <p>Hiring, retention and utilization of staff persons shall be in accordance with the Older Adult Protective Services Act (35 P. S. §§ 10225.101—10225.5102) and 6 Pa. Code Chapter 15</p>	<p>The home did not obtain a criminal history background clearance for direct care staff person A, hired on 8/7/98, until 3/13/12.</p>		<p>(see Appendix VII)</p>	<p>Steps have been taken to correct violation; full compliance is not verifiable</p> <p>5/20/12 Date</p> <p> Initials (DPW)</p>

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

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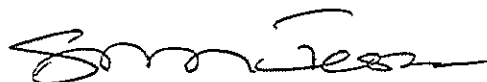
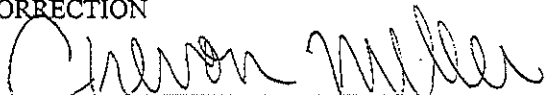
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(relating to protective services for older adults) and other applicable regulations.				

Addendum VII (Regulation 55Pa. Code 2600)
51/52

Date By Which Correction Will Be Completed	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).
March 9, 2012	<p>Step 1: Criminal background checks have been and will be an automatic occurrence for everyone hired at the Personal Care Home. NHS Human Resources will be overseeing this area of hiring from now on.</p> <p>Step 2: Inform and train staff during on-site orientation about the importance of the criminal background check and make sure they have submitted paperwork for criminal background checks before his/her first day on the floor at the personal care home. Will also stress the importance of telling the truth if there has been any criminal activity.</p> <p>Program manager will review every staff record for criminal background check by May 15, 2012 and everyone will have a criminal background check. Crim 5/20/12</p>

Jim Jess 4/10/12

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

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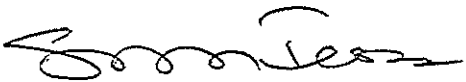
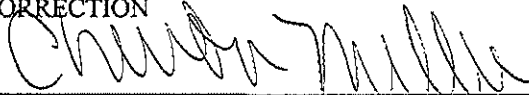
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63a At least one staff person for every 50 residents who is trained in first aid and certified in obstructed airway techniques and CPR shall be present in the home at all times.	On 2/8/12, from 3:00 pm until 11:00 pm, 7 residents were present in the home. During this time only 1 staff person was present in the home who were certified in first aid. There were no staff persons present that were certified in CPR.		<i>(see attachment VIII)</i>	<i>5/20/12</i>

Addendum VIII (Regulation 55Pa. Code 2600)
63a

Date By Which Correction Will Be Completed	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).
June 1, 2012	<p>Step 1: Program manager will inform all staff of credentials they must have in order to work in the personal care home and through the use of the Quality Management Indicator for Staff Training/NHS Personal Care Home (Addendum IV .26a) a tickler system will be developed so that the program manager can stay abreast of staff training needs.</p>
April 9, 2012	<p>Step 2: Inform and train staff during on-site orientation about the importance of specific training needed to work in a personal care home, and review that training with them.</p> <p><i>Program manager will check schedule monthly to determine that each scheduled shift has CPR and First Aid.</i></p> <p><i>The Quality Management Indicator Addendum XVIII will be utilized to determine staff compliance with CPR and First Aid training requirements.</i></p> <p><i>Done 5/20/12</i></p>

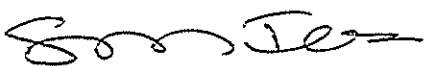
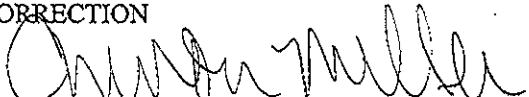
Scott Jesch 4/10/12

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

NAME AND ADDRESS OF PERSONAL CARE HOME NORTHWESTERN HUMAN SERVICES OF MONTGOMERY COUNTY, 478 BETHLEHEM PIKE FORT WASHINGTON, PA 19034		CURRENT LICENSE NUMBER 127950	
INSPECTION DATES (Include all dates of the inspection) 03/09/2012		REGIONAL REPRESENTATIVE Christine McHale, Amy Scharpf	
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 4/10/12	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 5/20/12

REGULATION 55 Pa.Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	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
65a Prior to or during the first work day, all direct care staff persons including ancillary staff persons, substitute personnel and volunteers shall have an orientation in general fire safety and emergency preparedness that includes the following: (1) Evacuation procedures. (2) Staff duties and responsibilities during fire drills, as well as during emergency evacuation, transportation and at an emergency	Staff person B, whose first day of work was 10/15/11, did not receive orientation in all elements required by this regulation until 2/17/12.		(See Addendum 1X) 65a pg 10	5/20/12 Oer

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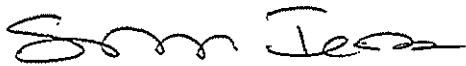
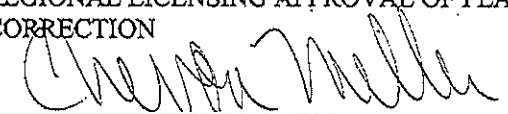
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location if applicable. (3) The designated meeting place outside the building or within the firesafe area in the event of an actual fire. (4) Smoking safety procedures, the home's smoking policy and location of smoking areas, if applicable. (5) The location and use of fire extinguishers. (6) Smoke detectors and fire alarms. (7) Telephone use and notification of emergency services.				

Addendum IX (Regulation 55Pa. Code 2600)
65a

Date By Which Correction Will Be Completed	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).
March 9, 2012	<p>Step 1: Program manager developed a policy for direct care staff and the training needed to work in that capacity on March 9, 2012. During on-site training staff will be responsible for taking online direct care test before they begin work at the Personal Care Home.</p>
March 19, 2012	<p>Step 2: Inform and train staff during on-site orientation about the importance of specific training needed to work in a personal care home, and review that training with them.</p> <p>Program MANAGER or Director will ensure that before each staff member's first day of work they have completed the required training.</p> <p>Don 5/20/12</p>

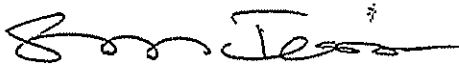

Sam Jean 4/10/12

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

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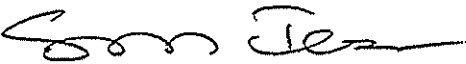

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65b Within 40 scheduled working hours, direct care staff persons, ancillary staff persons, substitute personnel and volunteers shall have an orientation that includes the following: (1) Resident rights. (2) Emergency medical plan. (3) Mandatory reporting of abuse and neglect under the Older Adult Protective Services Act (35 P. S. §§ 10225.101—10225.5102). (4) Reporting of reportable incidents	Direct care staff person B was hired on 10/15/11 and has worked full time for the home. The staff person did not receive orientation in the emergency medical plan until 2/17/12.		(See Policy 2600.65(a)(b) pg. 11) See next page <i>adm</i>	5/20/12 5/20/12 <i>adm</i>

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

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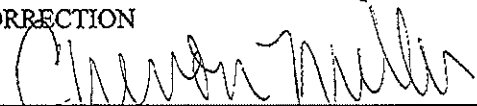
REGULATION 55 Pa.Code §2600 and conditions.	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	DATE, COMPLIANCE VERIFIED BY
			<p>Step 1: Program manager developed a policy for direct care staff and the training needed to work in that capacity on May 14, 2012.</p> <p>Step 2: Inform and train staff during on-site orientation about the importance of specific training needed to work in a personal care home, and review that training with them.</p> <p>Step 3: Program Manager or manager's designee will insure that within 40 scheduled working hours each staff member has an orientation in Resident rights; the Emergency Medical Plan; Mandatory Reporting of Abuse and neglect under the Older Adult Protective Services Act (35 P.S. 10225.101-10225-5102); Reporting of reportable incidents and conditions.</p>	

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

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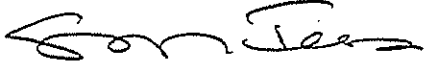
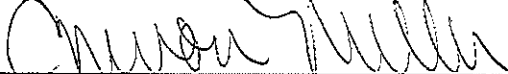
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65d Direct care staff persons hired after April 24, 2006, may not provide unsupervised ADL services until completion of the following: (1) Training that includes a demonstration of job duties, followed by supervised practice. (2) Successful completion and passing the Department-approved direct care training course and passing of the competency test. (3) Initial direct care staff person training to include the	Direct care staff person B, hired on 10/15/11 who provides unsupervised ADL services to residents of the home. The staff person has not received the Department approved online direct care training.	(See Addendum IX pg. 10)	(Review policy)	5/20/12 CMC
		<p>Step 1: Program manager developed a policy for direct care staff and the training needed to work in that capacity on May 14, 2012.</p> <p>Step 2: Inform and train staff during on-site orientation about the importance of specific training needed to work in a personal care home, and review that training with them.</p> <p>Program Manager or Designee will ensure that all direct care staff receive these required trainings before providing unsupervised ADL services Crew 5/20/12</p>		

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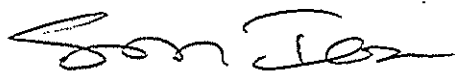

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following: (i) Safe management techniques. (ii) ADLs and IADLs. (iii) Personal hygiene. (iv) Care of residents with dementia, mental illness, cognitive impairments, mental retardation and other mental disabilities. (v) The normal aging-cognitive, psychological and functional abilities of individuals who are older. (vi) Implementation of the initial assessment, annual				

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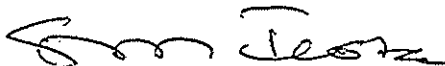

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assessment and support plan. (vii) Nutrition, food handling and sanitation. (viii) Recreation, socialization, community resources, social services and activities in the community. (ix) Gerontology. (x) Staff person supervision, if applicable. (xi) Care and needs of residents with special emphasis on the residents being served in the home. (xii) Safety management and hazard prevention.				

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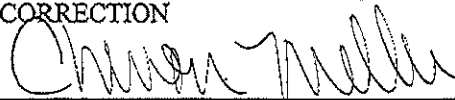
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(xiii) Universal precautions. (xiv) The requirements of this chapter. (xv) Infection control. (xvi) Care for individuals with mobility needs, such as prevention of decubitus ulcers, incontinence, malnutrition and dehydration, if applicable to the residents served in the home. (6) Smoke detectors and fire alarms. (7) Telephone use and notification of emergency services.				

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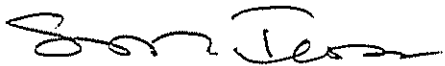

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65g Direct care staff persons, ancillary staff persons, substitute personnel and regularly-scheduled volunteers shall be trained annually in the following areas: (1) Fire safety completed by a fire safety expert or by a staff person trained by a fire safety expert. (2) Emergency preparedness procedures and recognition and response to crises and emergency situations. (3) Resident rights (under these	Direct care person C did not receive training in emergency preparedness, resident rights, the older adult protective services act, and falls and accident prevention during training year 2011.		(See Addendum IV pg 4) See next page item 5/20/12	5/20/12 ORA

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regulations). (4) The Older Adult Protective Services Act (35 P. S. §§ 10225.101—10225.5102). (5) Falls and accident prevention. (6) New population groups that are being served at the home that were not previously served, if applicable.			Step 1: Program manager developed a policy for direct care staff and required annual training needed to work in direct care capacity on May 14, 2012. Step 2: Inform and train staff annually in fire safety completed by a fire safety expert or by a staff person trained by a fire safety expert; emergency preparedness procedures and recognition and response to crises and emergency situations; resident rights; older adult protective services Act (35 P.S. 10225.101 -10225.5102); falls and accident prevention; new population groups that are being served at the home that were not previously served, if applicable.	

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66b The staff training plan shall include training aimed at improving the knowledge and skills of the home's direct care staff persons in carrying out their job responsibilities. The staff training plan shall include the following: (1) The name, position and duties of each direct care staff person. (2) The required training courses for each staff person. (3) The dates, times and locations of the scheduled training for each staff person for the upcoming	The home's staff training plan for 2012 does not include required trainings in fire safety, resident rights, the older adult protective services act, falls and accident prevention, medication self-administration training, instruction on meeting the needs of residents as described in the residents' preadmission form, assessment, medical evaluation, and support plan, infection control, personal care service needs of the resident, and safe management techniques.		(See Addendum IV, 2ba) Quality Management for Staff Training) pg 4 See next page OCM 5/20/12	Substantor 5/20/12 OCM


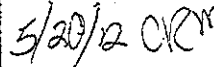
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REGULATION 55 Pa.Code §2600 year.	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	DATE COMPLIANCE VERIFIED BY
			<p>Step 1: Program manager developed a policy for direct care staff annual training plan for enhanced knowledge of residential advisor position for each staff.</p> <p>Step 2: Staff will be given information about available training and they may choose training they are interested in as long as the training enhances his/her knowledge of the position. The training plan will be developed with the Program Manager then approved. The training plan will include: 1) the name; position; and duties of each direct care staff member. 2) The required training courses for each staff member; 3) the dates, times, and locations of the scheduled training for each staff person for the upcoming year.</p>	

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85d Trash in kitchens and bathrooms shall be kept in covered trash receptacles that prevent the penetration of insects and rodents.	The lid to the trash can near the sink of the kitchen was behind it leaving the trash can uncovered. The trash can next to the refrigerator in the kitchen did not have a lid and was uncovered.			5/20/12 

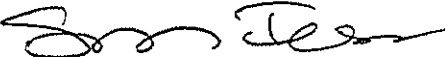

Addendum X (Regulation 55Pa. Code 2600)

85d

Date By Which Correction Will Be Completed	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).
March 9, 2012	<p>Step 1: Program staff went to purchase a new trash can to replace the one trash can in the kitchen that needed a cover. The cover was misplaced and this was an oversight. This will not happen again because staff are responsible for checking trash lids daily.</p> <p>Step 2: Inform and train staff during on-site orientation about the importance of covers for trash cans and the importance of checking for them daily.</p>

Sam Jess 4/10/12

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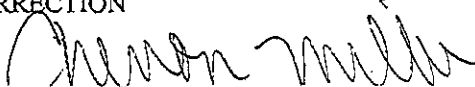
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123b Copies of the emergency procedures 107 (relating to emergency preparedness) shall be posted in a conspicuous and public place in the home and a copy shall be kept.	The home's emergency procedures are not posted in a conspicuous and public place in the home. They are kept locked in the medication room.		(See addendum XI)	5/20/12-CEW

Addendum XI (Regulation 55Pa. Code 2600)
123b

Date By Which Correction Will Be Completed	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).
March 9, 2012	<p>Step 1: Program staff posted emergency procedures on the dining room bulletin board on 3/9/12 on the advice of inspectors.</p> <p>Step 2: Inform and train staff during on-site orientation about the emergency procedures and location of emergency equipment.</p> <p><i>Program manager or designee will check that the emergency plan is posted monthly.</i></p>

Sam Jera 4/10/12

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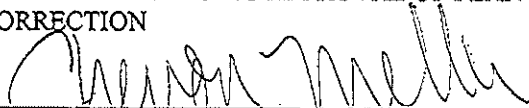
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143a The home shall have a written emergency medical plan that includes the following: (1) The hospital or source of health care that will be used in an emergency. This shall be the resident's choice, if possible. (2) Emergency transportation to be used. (3) An emergency-staffing plan.	The home's emergency medical plan does not include the hospital or source of health care that will be used in the event of an emergency and the transportation to be used.		(See Appendix XI) and Policy 2600.143a	5/20/12 ORS

Addendum XII (Regulation 55Pa. Code 2600)
143a

Date By Which Correction Will Be Completed	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).
March 9, 2012	<p>Step 1: Program manager developed an emergency medical plan on 3/9/2012 upon the advice of inspectors.</p> <p>Step 2: Inform and train staff during on-site orientation about the emergency procedures and location of emergency equipment.</p> <p>Program manager will review emergency medical plan with new staff during on-site orientation and fire plan will be reviewed annually. UDEM 5/20/12</p>


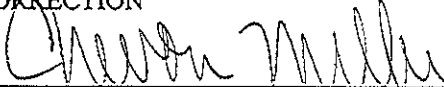
Sam Ben 4/10/12

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

NAME AND ADDRESS OF PERSONAL CARE HOME NORTHWESTERN HUMAN SERVICES OF MONTGOMERY COUNTY, 478 BETHLEHEM PIKE FORT WASHINGTON, PA 19034		CURRENT LICENSE NUMBER 127950	
INSPECTION DATES (Include all dates of the inspection) 03/09/2012		REGIONAL REPRESENTATIVE Christine McHale, Amy Scharpf	
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 4/10/12	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 5/20/12

REGULATION 55 Pa.Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	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
183f1 Prescription medications, OTC medications and CAM that are discontinued, expired or for residents who are no longer served at the home shall be destroyed in a safe manner according to the Department of Environmental Protection and Federal and State regulations. When a resident permanently leaves the home, the resident's medications shall be given to the resident, the designated person,	On 3/13/12, a Ventolin HFA inhaler for resident #2 that had expired on 12/28/11 and a bottle of Robitussin DM for resident #3 that had expired on 2/29/12, were found in the home's medication room and were being stored with the rest of the residents' medications.		(See Addendum X III)	<p style="text-align: center;">Steps have been taken to correct violation; full compliance is not verifiable</p> <p style="text-align: center;">Date: <u>5/20/12</u> Initials: <u>DPW</u></p>

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

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INSPECTION DATES (Include all dates of the inspection) 03/09/2012		REGIONAL REPRESENTATIVE Christine McHale, Amy Scharpf	
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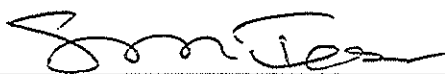

REGULATION 55 Pa.Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	DATE COMPLIANCE VERIFIED BY
if any, or the person or entity taking responsibility for the new placement on the day of departure from the home.				

Addendum XIII(Regulation 55Pa. Code 2600)
183f1

Date By Which Correction Will Be Completed	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).
March 9, 2012	<p>Step 1: Program staff threw away all outdated medication and program manager's designee will check all resident medication for expiration weekly.</p> <p>Step 2: Inform and train staff during on-site orientation about the expired medication.</p>

Tom Jern 4/10/12

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

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REGULATION 55 Pa.Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	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
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.	<ul style="list-style-type: none"> - Resident #1 has an order for Motrin 600 mg as needed. This medication was not available in the home. - Resident #3 has an order for Motrin 600 mg as needed. This medication was not available in the home. 	(See Addendum XIV)	(See Addendum XIV)	<p style="text-align: center; font-size: small;">Steps have been taken to correct violation; full compliance is now verifiable</p> <p style="text-align: center; font-size: x-small;">Date: <u>3/20/12</u> Initials (DPW): <u>MS</u></p>

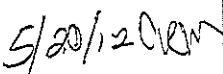
Addendum XIV (Regulation 55Pa. Code 2600)
185a

Date By Which Correction Will Be Completed	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).
March 9, 2012	<p>Step 1: Program staff contacted residents' doctors to determine whether or not she/he wanted to continue specific PRN medication, and upon the doctor's positive response a new prescription was written for the PRN medication.</p> <p>Step 2: Program Manager's designee will check all MARs against available medication weekly in an effort to be sure that all needed medication is in the facility.</p> <p>Step 3: Inform and train staff during on-site orientation about the proper way to handle PRN medication.</p>



John Deon 4/10/12

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

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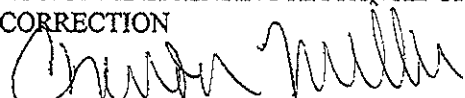
REGULATION 55 Pa.Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	DATE COMPLIANCE VERIFIED BY
187a A medication record shall be kept to include the following for each resident for whom medications are administered: (1) Resident's name. (2) Drug allergies. (3) Name of medication. (4) Strength. (5) Dosage form. (6) Dose. (7) Route of administration. (8) Frequency of administration. (9) Administration times. (10) Duration of therapy, if applicable. (11) Special	The medication administration record for resident #2 does not include purpose or diagnosis for Trilafon 4 mg and Cogentin 1 mg.		(See Addendum XIV)	5/20/12 



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

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REGULATION 55 Pa.Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	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
precautions, if applicable. (12) Diagnosis or purpose for the medication, including pro re nata (PRN). (13) Date and time of medication administration. (14) Name and initials of the staff person administering the medication.				

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

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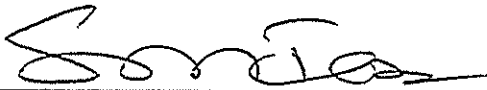

REGULATION 55 Pa.Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	DATE COMPLIANCE VERIFIED BY
227d Each home shall document in the resident's support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident's physician, physician's assistant or certified registered nurse practitioner, determine the necessity of these services.	The assessment for resident #3 dated 5/25/11 indicates that the resident has problems with judgement, anxiety, agitation, and depression that interfere with everyday functioning. The resident's support plan dated 5/25/11 does not document how this need will be met.			<p style="font-size: small;">Steps have been taken to correct violation; full compliance is not verifiable</p> <p style="font-size: small;">5/20/12 Date</p> <p style="font-size: small;">Initials (DPW) </p>


Addendum XVI (Regulation 55Pa. Code 2600)
227d

Date By Which Correction Will Be Completed	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).
<p>March 9, 2012</p>	<p>Step 1: Program Manager's designed a behavioral plan for resident (see attached) on the advice of inspectors.</p> <p>Step 2: Program Manager's designee will audit all support plans to make sure all plans have a documented strategy of how staff in personal care program will meet the needs of each resident.</p>
<p>May 30, 2012</p>	<p>Step 3: Program Manager or designee will inform and train staff during on-site orientation about policy 227dA reminder bulletin will be developed for staff on this subject of staff's role in meeting client needs.</p> <p><i>Annually and upon client changes in behavior support plans will be updated by Program Manager or designee.</i> <i>Client</i> <i>5/20/12</i></p>

Sam [unclear] 4/10/12

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

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254b Records of active and discharged residents shall be maintained in a confidential manner, which prevents unauthorized access.	The home's policies and procedures for managing records do not include storage and who is responsible for the records.			5/20/12 

Addendum XVII (Regulation 55Pa. Code 2600)
254b

Date By Which Correction Will Be Completed	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).
March 9, 2012	Step 1: Program Manager's developed as policy for client records confidentiality on March 9, 2012 on the advice of the inspectors.
May 15, 2012	Step 2: Program Manager or designee will inform and train staff during on-site orientation about policy 254b.

Sam Jones 4/10/12