



Mailing Date: **SEP 25 2012**

Mr. Timothy Berry, Regional Director
Brooke Grove Foundation, Inc.
18100 Slade School Road
Sandy Spring, Maryland 20860

RE: Rest Assured Residential Living Center
1137 Shirley's Hollow Road
Meyersdale, Pennsylvania 15552

Dear Mr. Berry:

As a result of the Department of Public Welfare's (Department) licensing inspection on July 20, 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 Human Services Licensing so that compliance can be verified.

Sincerely,

A handwritten signature in black ink, appearing to read "Jill Pezzino". The signature is written in a cursive, flowing style.


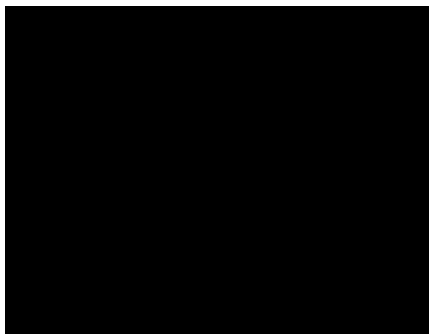
Jill Pezzino
Regional Licensing Administrator

Enclosure(s)

RECEIVED

SEP 7 2012

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

PCH Name: REST ASSURED RESIDENTIAL LIVING CENTER		Western Field Office Adult Residential Licensing	License Number: 321320
Address: 1137 SHIRLEY S HOLLOW ROAD, MEYERSDALE, PA 15552		County: Somerset	
Administrator: Jodi McClintock		Region: WEST	
Legal Entity Name: BROOKE GROVE FOUNDATION INC			
Legal Entity Address: 18100 SLADE SCHOOL ROAD, SANDY SPRING, MD 20860			
Certificate(s) of Occupancy			
Staffing Hours			
Resident Support: 0	Total Daily Staff: 30	Waking Staff: 23	
Type of Inspection: Partial	BHA Docket Number:	Notice: Unannounced	
Reason(s) for Inspection(s) Complaint, Incident			
On-Site Inspections Dates and Department Representatives On-Site 07/20/2012: Cutter, Jan			
Off-Site Inspection Dates and Inspectors, if Applicable			
Other Details			
Partial or Full Triggers:		Random indicators:	
Resident Demographic Data as of Inspection Dates			
Licensed Capacity: 33 Number of Residents Served: 21 Secured Dementia Care Unit in Home: No Area: Secured Dementia Unit Capacity, if Applicable: 		Number of Residents who: 	

Handwritten initials/signature

SEP 7 2012

Western Field Office

Adult Residential Licensing

Violation Report: 32132 - 07/20/2012 - Cutter, Jan
PCH Name: REST ASSURED RESIDENTIAL LIVING CENTER

1. REGULATION 55 Pa.Code §2600 :

2600.16(c) - The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in section 2600.16 (relating to abuse reporting covered by law).

2a. DESCRIPTION OF VIOLATION

Resident #1 has insomnia and frequently rings the call bell for assistance during the night. On June 28 at around 4:00 AM, Resident #1 rang the call bell 7 times in a row. Upon entering the room, Staff A and B told the resident that if the resident can ring the bell that many times then it must be time to get up. The resident had already transferred from the bed to the wheelchair while waiting for the staff. Staff A and B started making a lot of noise by slamming drawers loudly and demonstrating a roughness in getting the resident dressed by yanking the resident's pants up. Staff A and B wheeled the resident over to the sink, told the resident to start getting ready, turned the light off, and left the resident sitting in the dark momentarily until Staff Person C turned the light back on.

On July 11 around midnight Resident #1 rang the call bell multiple times in a row. When the bell was answered, Resident #1 requested to have his/her ankles rubbed as a comfort measure because they were hurting. Staff person B refused to rub the resident's ankles and told Staff person C not to rub the resident's ankles either. Staff person B stated that it was "bull" for Resident #1 to be ringing the bell so many times.

Both of these incidents were not reported to the Department until July 12 at noon.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)

Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

See attached - jm

see page 3 A+B

Repeat Violation: No Date(s) of Previous Violation(s):

Signature of Legal Entity Representative (Required on EVERY Page)

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Jodi McClintock, Administrator* Date *9-5-12*

DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of 9-24-12 (Date)

Plan of correction implementation status as of 9-04-12 (Date)

- Fully Implemented
- Partially Implemented - Adequate Progress
- Partially Implemented - Inadequate Progress
- Not Implemented

The above plan of correction was approved by JMP (Initials)

SEP 7 2012

Violation Report: 32132 - 07/20/2012 - Cutter, Jan

PCH Name: REST ASSURED RESIDENTIAL LIVING CENTER

Western Field Office
Adult Residential Licensing

1. REGULATION 55 Pa.Code §2600

2600.42(c) - A resident shall be treated with dignity and respect.

2a. DESCRIPTION OF VIOLATION

Resident #1 has insomnia and frequently rings the call bell for assistance during the night. On June 28 at around 4:00 AM, Resident #1 rang the call bell 7 times in a row. Upon entering the room, Staff A and B told the resident that if the resident can ring the bell that many times then it must be time to get up. The resident had already transferred from the bed to the wheelchair while waiting for the staff. Staff A and B started making a lot of noise by slamming drawers loudly and demonstrating a roughness in getting the resident dressed by yanking the resident's pants up. Staff A and B wheeled the resident over to the sink, told the resident to start getting ready, turned the light off, and left the resident sitting in the dark momentarily until Staff person C turned the light back on.

On July 11 around midnight, Resident #1 rang the call bell multiple times in a row. When the bell was answered, Resident #1 requested to have his/her ankles rubbed as a comfort measure because they were hurting. Staff person B refused to rub the resident's ankles and told Staff person C not to rub the resident's ankles either. Staff person B stated that it was "bull" for Resident #1 to be ringing the bell so many times.

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See page 3A+B

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative
(Required on EVERY Page)

Printed Name and Title of Legal Entity Representative
(Required on EVERY Page)

Date

9-5-12

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9-24-12
(Date)

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9-24-12
(Date)

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The above plan of correction was approved by

JSP
(Initials)

SEP 7 2012

Western Field Office
Adult Residential Licensing

Violations for Rest Assured Living Center - 4321320
Inspection Date: 7/20/12 performed by Jan Cutter

16 (c) and 42 (c): Direct care staff person(s) both A & B was suspended immediately before their next scheduled day to work pending investigation. Suspension happened for both on 7/12/12. The investigation began immediately once staff person C reported the incident. Employee(s) both A & B was terminated after the investigation.

The staff person (C) reporting the incident reported this on 7/12/12 and immediately the process began. She, staff person C initially reported that the incident occurred on 7/11/12 around midnight. When questioning further is when she revealed a previous incident which did fall outside of the criteria for reporting.

DPW and AAA were notified immediately about this concern. The Area Agency on Aging (AAA) visited Rest Assured to investigate the concern (7/13/12). They interviewed staff as well as residents. DPW was here on 7/20/12 to investigate the concern.

Plan of correction will be ongoing – staff trained on the importance of timely/immediate reporting to Administration. Mandatory staff meeting and in-service about reporting and abuse as a follow up is also scheduled for Friday, August 3, 2012. Staff was instructed to notify Administration immediately upon an incident so that reporting to the personal care home regional office or the personal care home complaint hotline can occur within 24 hours. All staff did go through training on Policy and Procedure of abuse and abuse reporting as well as resident rights. Resident Rights and the Rest Assured policy for abuse and reporting will be once again gone over on a routine basis, and will be required to be signed off on by each individual staff person, whom will also get a copy of these items. Training will be ongoing and continuous. (There were six (6) trainings specific to Resident Abuse and Reporting from January 1, 2012 – ongoing education for staff is scheduled and will continue to be scheduled throughout year).

Resident Rights training along with Older Adult Protective Services Act and Reporting Policy was conducted at the end of July, 2012 as a means to educate staff as to the importance of reporting and residents rights. A stress was made to emphasize that a resident shall be treated with dignity and respect (violation 42c).

Continued and ongoing training by outside resources such as Area Agency on Aging, various Home Health agencies as well as Administration and the Regional Director of facility. The 2012 annual training calendar for staff reflects this area and emphasis put on abuse and abuse reporting as well as resident rights. Administration will monitor the trainings and keep a record of staff attendance.

Jodi McClintock, Administrator 9-5-12
Jodi McClintock

7 2012

Western Field Office
Adult Residential Licensing

Staff will continue to be trained in the importance of timely reporting to Administration – ongoing in-services will be conducted as well as each month during the staff meeting – this topic will be discussed with various scenarios being used to illustrate the importance of timely reporting and the importance of resident rights.

Staff was also advised and will continue to be advised each month during meetings and in-services that in the event that a staff person DOES NOT report this occurrence in a timely fashion – termination will follow.

Rest Assured has zero tolerance for staff not reporting in a timely fashion to Administration any event of importance. This will be stressed to staff in various ways such as written, meetings, in-services and reminders posted throughout the home.

Jodi McIntosh, Administrator 9-5-12
