



pennsylvania
DEPARTMENT OF PUBLIC WELFARE

Sent via email to: [REDACTED]

MAILING DATE: October 2, 2013

Dolores L. Smith Sharer
Smith's Personal Care Home
47 Front Street, P.O. Box 65
Wyalusing, Pennsylvania 18853

Dear Ms. Smith Sharer:

As a result of the Department of Public Welfare's (Department) licensing inspection on April 12, 2013 of the above facility, the violations with 55 Pa.Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed License Inspection Summary were found.

All violations specified on the enclosed License Inspection Summary must be corrected by the dates specified on the License Inspection Summary and continued compliance with 55 Pa.Code Ch. 2600 (relating to Personal Care Homes) 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 that reads "Michele Moskalczyk".

Michele Moskalczyk
Regional Licensing Administrator

Enclosure

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

PCH Name: SMITH S PERSONAL CARE HOME		License Number: 238780
Address: 47 FRONT STREET P O BOX 65, WYALUSING, PA 18853		County: Bradford
Administrator: Dolores Sharer		Region: NORTH
Legal Entity Name: DOLORES L SMITH SHARER		
Legal Entity Address: P.O. BOX 65, WYALUSING, PA 18853		
Certificate(s) of Occupancy C-2 LP 07/30/1987 PA Dept. of L&I		
Staffing Hours Resident Support: 28 0 Total Daily Staff: 47 23 Waking Staff: 35 11		
Type of Inspection: Partial		BHA Docket Number: Notice: Unannounced
Reason(s) for Inspection(s) Complaint		
On-Site Inspections Dates and Department Representatives On-Site 04/12/2013: Yellenic, Cindy		
Off-Site Inspection Dates and Inspectors, if Applicable 04/15/2013: Yellenic, Cindy		
Other Details Partial or Full Triggers: Random Indicators:		
Resident Demographic Data as of Inspection Dates		
Licensed Capacity: 34 Number of Residents Served: 24 Secured Dementia Care Unit in Home: No Area: Secured Dementia Unit Capacity, if Applicable: Number of Residents Served in Secured Dementia Care Unit, if applicable: Number of Current Hospice Residents: 0 Number of Hospice Residents in past year: 0	Number of Residents who: Receive Supplemental Security Income: 20 Are 60 Years of Age or Older: 13 Have Mental Illness: 13 Have an Intellectual Disability: 8 Have a Mobility Need: 0 Have a Physical Disability: 0	

Violation Report: 23878 - 04/12/2013 - Yellenic, Cindy
 PCH Name: SMITH S PERSONAL CARE HOME

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 2600.15 (relating to abuse reporting covered by law).

2a. DESCRIPTION OF VIOLATION

On March 18, 2013, Resident #1 called 911 at 12:15pm and asked for the local police to come to the home. Staff Person A was mimicking and mocking Resident #1 which led the resident to seek help by calling the authorities. The police arrived at 2:00pm and investigated the incident. The home did not submit an incident report to the Department.

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.

Regulation 2600.16(c) is important for the personal care home for the safety of the resident's. The Personal Care home is given 24 hours to file an incident report with the state. The regulation was violated because we did not fill out an incident report after the police were here to investigate a call the received from a resident out of the home. The violation was caused because a resident had called the police because a staff member was mimicking them, the police showed up and no incident report was filed to the state. To fix this violation from happening again we will make sure we always fill out an incident report and report it to the state as soon as possible. To prevent this violation from happening in the future, we will make sure that we always fill out an incident report. The responsible party will be the administrator.

Repeat Violation: No	Date(s) of Previous Violation(s):			
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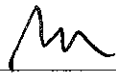
Signature of Legal Entity Representative
 (Required on EVERY Page) *Chelsie Calaman*

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) Chelsie Calaman Assist Administrator

Date 7-10-13

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

The above plan of correction is approved as of 8/6/13
 (Date)

The above plan of correction was approved by 
 (Initials)

Plan of correction implementation status as of 8/6/13
 (Date)

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

Violation Report: 23878 - 04/12/2013 - Yellenic, Cindy
 PCH Name: SMITH S PERSONAL CARE HOME

1. REGULATION 55 Pa.Code §2600

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

2a. DESCRIPTION OF VIOLATION

On March 18, 2013, Resident #1 called 911 at 12:15pm and asked for the local police to come to the home. Staff Person A was mimicking and mocking Resident #1 which led the resident to seek help by calling the authorities. The police arrived at 2:00pm and investigated the incident. The resident brought this situation to the attention of the Staff Person B, who is the Administrator. Staff Person B told the resident to stop causing trouble.

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.

This regulation is important because each human being shall be treated with dignity and respect. The regulation was violated because when a resident had called the police about a staff member mimicking them, the administrator had came in and told the resident to quit causing trouble. The violation was caused by the administrator telling the resident to quit causing trouble. The resident has the right to call whomever they would like to and tell them whatever they would like to tell them. To fix this violation from happening again we will be sure that we don't speak to our residents like that and that we show them respect. To prevent this from occurring in the future, the resident will be apologized to and know they have their rights. The responsible ones for preventing this violation from happening in the future will be the administrator, and direct care staff.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Chelsie Calaman*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Chelsie Calaman Assist Administrator	Date 7-10-13
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Violation Report: 23878 - 04/12/2013 - Yellenic, Cindy
 PCH Name: SMITH S PERSONAL CARE HOME

1. REGULATION 55 Pa.Code §2600

2600.42(e) - A resident shall have access to a telephone in the home to make calls in privacy. Nontoll calls shall be without charge to the resident.

2a. DESCRIPTION OF VIOLATION

Resident #1 asked to use the telephone and Staff Person C would not allow Resident #1 to use it. The incident was witnessed by another individual, who does not live at the home.

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.

Residents have the right to their own privacy and to speak to whomever they would like to, whenever and wherever in the home. The regulation was violated by a staff member telling a resident they were not allowed to use the telephone to make a call, and was witnessed by another individual outside of the home. The violation was caused by a resident wanting to make a phone call and the staffs refusal for their request. To fix the violation, the administrator could go over with all staff the residents rights and to make sure that staff is clear on it. To prevent this from happening again, we will make sure that our staff knows the regulations and that residents have the right. The administrator and the staff will be the responsible party to make sure that this violation doesn't occur in the future.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Chelsie Calaman*

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) Chelsie Calaman Assist Administrator

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- Not Implemented

Violation Report: 23878 - 04/12/2013 - Yellenic, Cindy
 PCH Name: SMITH S PERSONAL CARE HOME

1. REGULATION 55 Pa.Code §2600
 2600.42(q) - A resident shall be compensated in accordance with State and Federal labor laws for labor performed on behalf of the home.

2a. DESCRIPTION OF VIOLATION
 On 4/26/13, Department Representatives interviewed staff and residents, and was told by staff and residents that residents are to return their dirty dishes to the kitchen after their meals and they have to take their folded laundry, which is on their chairs when they arrive for a meal, back to their room and put it away. The home does not compensate the residents for busing their own tables and delivering their laundry.

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.

Regulation 2600.42(q) is important because if people are doing work that they should be receiving a pay check for is against state and federal labor laws. This regulation has been violated because the staff has the residents return their dirty dishes to the sink after their meals, also take their laundry off the backs of their chairs to return to their rooms. The violation is that the home does not compensate the residents for busting their own tables and delivering their laundry. The violation was caused by staff allowing residents to do these things and know that it is not their job to do so. To fix the violation; residents can leave their dirty dishes on the table so staff picks them up and also, staff will put away the residents clean clothings back to their rooms when finished. To prevent future violations, we will make sure that staff doesn't allow residents to do this again. Staff will be the responsible ones for making sure this doesn't happen again.

** The Administrator shall be responsible for monitoring and ongoing compliance.*

M
8/6/13

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Chelsie Calaman*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Chelsie Calaman Assist Administrator	Date 7-10-13
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Violation Report: 23878 - 04/12/2013 - Yellenic, Cindy
 PCH Name: SMITH S PERSONAL CARE HOME

1. REGULATION 55 Pa.Code §2600
 2600.43(b) - A resident's rights may not be used as a reward or sanction.

2a. DESCRIPTION OF VIOLATION
 The home will not give Resident #2 their cigarettes if he/she sleeps in their clothes. The resident has a right to have a cigarette regardless of their compliance with the home's behavioral request.

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.

Regulation 2600.43(b) is important because staff does not have the right to hold something the resident wants against him as a reward for doing something good. The regulation was violated in this situation by the home would not allow the resident to have his cigarettes until he stopped sleeping in his clothing. The cause of the violation was like i said before was that the home was holding a residents cigarettes as a reward if he didn't sleep in his clothing. To fix this violation staff can suggest to the resident that it is not good to sleep in your clean bed with dirty clothing but we will make sure that staff doesn't punish or hold anything to the resident as a reward for good behavior. To prevent this violation from happening again, staff will not be allowed to hold things of the resident's as an award for their good behavior or such forth. Staff will know they are allowed to suggest things to resident's such as they shouldn't sleep in dirty clothing in their clean beds but will know they can't hold any of their possessions against them for good behavior. The responsible party to make sure this violation doesn't happen again will be staff and the administrator.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Chelsie Calaman*

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) Chelsie Calaman Assist. administrator

Date 7-10-13

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Violation Report: 23878 - 04/12/2013 - Yellenic, Cindy

PCH Name: SMITH S PERSONAL CARE HOME

1. REGULATION 55 Pa.Code §2600

2600.56 - The administrator shall be present in the home an average of 20 hours or more per week, in each calendar month.

2a. DESCRIPTION OF VIOLATION

During the week of April 7 - 13, 2013, Staff Person B, was listed on the schedule but was not in the home. Staff Person B stated it was difficult to stay abreast of the home's paperwork with 2 weeks at the home and 2 weeks in Florida. According to the staff schedule, Staff Person B works 25 hrs. a week, and if this staff person works two weeks a month, then the weekly average of hours in the home is 12.5 hrs.

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.

This regulation is important because the administrator has a lot of paper work and a job title to fulfill in the home. If the administrator is not present in the home as much as they should be then that leads to falling behind in paperwork and not knowing what is going on in the home. The regulation has been violated because the administrator has not been working the average 20 hours or more per week, in each calender month. The violation was caused by the homes paperwork not being kept up to date because the staff member in charge couldn't do that and their job at the same time. Also wasn't working the average 20 hours or more per week in each calender month but working what averaged out to be 12.5 hours per week. To fix this violation we will make sure that an administrator is working their average 20 hours or more per week in each calender month. This way we will not fall behind in paperwork. To prevent this violation from happening again the home hired an assistant administrator to help out and we also fixed the scheduling that way the administrator always has their 20 hours or more per week in each calender month. To prevent this violation again we will be sure to fix the schedule so that the administrator receives her 20 hours or more per week and that the paper work stays up to date. The responsible party to prevent future violations will be the administrator.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative

(Required on EVERY Page) *Chelsie Calaman*

Printed Name and Title of Legal Entity Representative

(Required on EVERY Page) Chelsie Calaman Assist Administrator

Date

7-10-13

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8/6/13
(Date)

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8/6/13
(Date)

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- Not Implemented

The above plan of correction was approved by

m
(Initials)

Violation Report: 23878 - 04/12/2013 - Yellenic, Cindy
 PCH Name: SMITH S PERSONAL CARE HOME

1. REGULATION 55 Pa.Code §2600

2600.103(h) - Food shall be thawed either in the refrigerator, microwave, under cool water or as part of the cooking process.

2a. DESCRIPTION OF VIOLATION

On April 12, 2013, at 1:30pm, there were 3 packages of hamburger (approx. 15 lbs. total wt.) being thawed in a large bowl on the kitchen counter.

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.

The regulation is important that way we prevent resident's from getting food poisoning. If we take the right steps to thawing out meat we know for sure that resident's are not getting sick from our meals. The regulation 2600.103(h) was violated because there were 3 packages of hamburger being thawed out on the kitchen counter in a large bowl. This is unacceptable and staff knows how to thaw out meat the right way. The cause of the violation was a staff member had left 3 packages of hamburger meat thawing out on the kitchen counter in a large bowl which is not the way we thaw out meat. To fix the violation we can go over the regulation to know how to thaw out meat the proper way and the safe way. To prevent this violation from occurring in the future, we will thaw out meat by refrigerating it, microwaving or sit under cool water or as part of the cooking process. The responsible ones to make sure this does not happen again would be the staff that are preparing the meals and the administrator if they see it being done the wrong way they will fix it and warn the staff.

** The administrator shall monitor for ongoing compliance.*

*M
8/6/13*

Repeat Violation: No	Date(s) of Previous Violation(s):			
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Chelsie Calaman*

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) Chelsie Calaman Assist Administrator

Date 7-10-13

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 (Initials)

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- Not Implemented

Violation Report: 23878 - 04/12/2013 - Yellenic, Cindy
PCH Name: SMITH S PERSONAL CARE HOME

1. REGULATION 55 Pa.Code §2600

2600.105(f)(2) - The resident's clean clothing shall be returned to the resident within 24 hours after laundering.

2a. DESCRIPTION OF VIOLATION

The home puts the resident's folded laundry on their chairs in the dining room and requires the residents to take their laundry back to their rooms and put it away. For some residents, they are required to bring their laundry to the laundry room and after it has been laundered and dried, the residents are required to take it back to their rooms, fold and put the laundry away.

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.

The regulation is important because the resident's are to receive their laundry back within 24 hours of the staff cleaning them. Some resident's like to where the same thing day after day therefore they are waiting to get dressed because they want that clothing. It is staff that is responsible for taking their clean laundry back to their room after being washed and folded. The regulation was violated because staff sets the resident's clean clothing on the back of the resident's chairs at meal time for them to take back to their rooms-and put away. Also, resident's are to bring their laundry down to the laundry room as well. The cause of the violation was that staff is having resident's take care of their laundry and some resident's aren't receiving their laundry within 24 hours. To fix the violation, the staff can do the laundry and fold it and when done return it straight to the resident's rooms. To prevent this violation from happening again, staff can take the matter into their own hands and return the clean laundry to the resident's rooms when finished. The responsible party to prevent the violation from occurring again will be the direct care staff.

** The Administrator shall monitor and assure ongoing compliance.*

*m
8/6/13*

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Chelsie Calaman*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Chelsie Calaman Assist Administrator</i>	Date <i>7-10-13</i>
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The above plan of correction is approved as of *8/6/13*
 (Date)

The above plan of correction was approved by *m*
 (Initials)

Plan of correction implementation status as of *8/6/13*
 (Date)

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

Violation Report: 23878 - 04/12/2013 - Yellenic, Cindy
 PCH Name: SMITH S PERSONAL CARE HOME

1. REGULATION 55 Pa.Code §2600
 2600.141(b)(1) - A resident shall have a medical evaluation at least annually.

2a. DESCRIPTION OF VIOLATION
 Resident #5's medical evaluation does not have a date when the resident was evaluated and the second page of the medical evaluation is blank.

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.

2600.141(b)(1) is important because each resident should have a medical evaluation as least annually if not sooner. The regulation was violated because one resident was missing the date when the resident was evaluated and the second page of the medical evaluation was blank. For safety reasons everything should be filled out with a resident's medical evaluation and the date the doctor saw the is the most important date. The violation was caused by the residents medical form does not have the date the evaluation was and the second page was left blank. To fix this violation from happening again we will be sure to make sure all paper work is filled out and there are no blanks left on the page. To prevent this from happening again we will go over all paper work to make sure nothing was left blank. The responsible party to prevent this violation from being repeated will be the administrator.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Chelsie Calaman*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Chelsie Calaman Assist Administrator	Date 7-10-13
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Violation Report: 23878 - 04/12/2013 - Yellenic, Cindy
 PCH Name: SMITH S PERSONAL CARE HOME

1. REGULATION 55 Pa.Code §2600

2600.227(c) - The support plan shall be revised within 30 days upon completion of the annual assessment or upon changes in the resident's needs as indicated on the current assessment.

2a. DESCRIPTION OF VIOLATION

An assessment and support plan was completed for Resident 3 on 9/25/12. The date of the last assessment / support plan was 9/25/2010 and the signature on the resident assessment and support plan is 9/25/2011.
 An assessment and support plan was completed for Resident 4 on 10/25/2012. The date of the last assessment / support plan was 8/1/2009 and 10/25/2010 respectively, and the signature on the resident assessment and support plan is 10/25/2011.
 An assessment and support plan was completed for Resident 6 on 9/29/12. The date of the last assessment / support plan was 9/29/2009 and the signature on the resident assessment and support plan is 9/25/2012.

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.

It is important that residents support plans are done at the right times and are always kept up to date if anything changes or needs to be added. The regulation was violated because the dates were within years from each other when their supposed to be up to date annually if not added to and dated. The violation was caused because the dates are incorrect on three of the residents support plans. To fix the violation, the administrator or staff member doing the assessment can make a tickler system to help themselves out that way they know when each resident is due for a new support plan. To prevent this from happening again we will make a tickler system so we know when what things are dated and for what residents. Staff and the administrator are the ones responsible to make sure this doesn't happen again.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Chelsie Calaman*

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) Chelsie Calaman Assisst Administrator

Date 7-10-13

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Violation Report: 23878 - 04/12/2013 - Yellenic, Cindy

PCH Name: SMITH S PERSONAL CARE HOME

1. REGULATION 55 Pa.Code §2600

2600.251(c) - The home shall use standardized forms to record information in the resident's record.

2a. DESCRIPTION OF VIOLATION

Resident #1's medical evaluation was done on 2/4/13 on the old form. Resident #3's medical evaluation was done on 9/19/12 on the old form. Resident #4's medical evaluation was done on 8/15/12 on the old form. The new new medical evaluation form has been required by the Department since July 1, 2012.

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.

This regulation is important because it is our job as the administrators in the home to make sure all paper work is done the right way on the right forms and is completed as needed. The administrator should always be aware of the new standardized forms for record resident's information. The regulation was violated because the resident's medical evaluation forms were being completed on the old forms. The violation was caused because resident's has their medical evaluations done with the old forms. To fix the violation we will make sure we are always aware of the new forms and what forms we are to be using. To prevent this from happening again we will be sure to always be checking DPW's websites for new updates. The responsible party for this will be the administrator.

Repeat Violation: Yes

Date(s) of Previous Violation(s):

09/11/2012

Signature of Legal Entity Representative

(Required on EVERY Page) *Chelsie Calaman*

Printed Name and Title of Legal Entity Representative

(Required on EVERY Page) Chelsie Calaman Assist Administrator

Date 7-10-13

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