



JUN 05 2014

Mr. Ronald E. Insinger, Owner
6 East Central Avenue
South Williamsport, Pennsylvania 17702

RE: Insinger's Personal Care – South
License #: 202090

Dear Mr. Insinger:

As a result of the Department of Public Welfare's licensing inspection on April 15, 2014, 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 must be maintained.

Your regular license for the period June 3, 2014 to June 3, 2015 was issued on March 10, 2014. Your regular license remains in good standing.

Sincerely,

A handwritten signature in black ink, appearing to read "Matthew J. Jones". The signature is stylized and fluid, with a long horizontal flourish extending to the right.

Matthew J. Jones
Director

Enclosure
License Inspection Summary

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

PCH Name: INSINGER S PERSONAL CARE SOUTH		License Number: 20209
Address: 6 EAST CENTRAL AVENUE, SOUTH WILLIAMSPORT, PA 17702		County: Lycoming
Administrator: Marsha Reed		Region: NORTHEAST
Legal Entity Name: RONALD E INSINGER		
Legal Entity Address: 6 EAST CENTRAL AVENUE, SOUTH WILLIAMSPORT, PA 17702		
Certificate(s) of Occupancy		
I-1 03/06/2009 South Williamsport Borough	Other 09/13/1994 Borough of South Williamspt	C-2 LP 12/07/1993 L&I
Staffing Hours		
Resident Support: 0	Total Daily Staff: 37	Waking Staff: 28
Type of Inspection: Full	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s)		
Renewal		
On-Site Inspections Dates and Department Representatives On-Site		
04/15/2014: Harvey, Jason; Patton, Leslie		
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: 38	Number of Residents who:	
Number of Residents Served: 37	Receive Supplemental Security Income: 24	
Secured Dementia Care Unit in Home: No	Are 60 Years of Age or Older: 18	
Area:	Have Mental Illness: 19	
Secured Dementia Unit Capacity, if Applicable:	Have an Intellectual Disability: 9	
Number of Residents Served in Secured Dementia Care Unit, if applicable:	Have a Mobility Need: 0	
Number of Current Hospice Residents: 0	Have a Physical Disability: 2	
Number of Hospice Residents in past year: 0		

Violation Report: 20209 - 04/15/2014 - Harvey, Jason
 PCH Name: INSINGER S PERSONAL CARE SOUTH

1. REGULATION 55 Pa.Code §2600

2600.17 - Resident records shall be confidential, and, except in emergencies, may not be accessible to anyone other than the resident, the resident's designated person if any, staff persons for the purpose of providing services to the resident, agents of the Department and the long-term care ombudsman without the written consent of the resident, an individual holding the resident's power of attorney for health care or health care proxy or a resident's designated person, or if a court orders disclosure.

2a. DESCRIPTION OF VIOLATION

On 4/15/2014, at 12:30 pm, the following Licensing Inspection Summaries from 12/18/2012 and 3/29/2013 were posted on the home's bulletin board in the front area of the home, the resident privacy coding was attached to each Licensing Inspection Summary.

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 home's administrator had placed copies of violation reports on the front bulletin board for review. The administrator was not aware the residents and staff identify sheet had to be removed. The administrator reviewed regulation 2600.30 and did not realize it was a violation of with 2600.17. In the future all V.R.s will be posted without Confidential information of residents, violation was corrected on 4-15-14.

The administrator shall monitor for ongoing compliance -
 M 5/16/14

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative (Required on EVERY Page) *Ronald E. Insinger*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>RONALD E. INSINGER / President</i>	Date <i>5-4-2014</i>
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DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of <u>5/16/14</u> (Date)	Plan of correction implementation status as of <u>5/16/14</u> (Date)
The above plan of correction was approved by <u><i>M</i></u> (Initials)	<input type="checkbox"/> Fully Implemented <input checked="" type="checkbox"/> Partially Implemented - Adequate Progress <input type="checkbox"/> Partially Implemented - Inadequate Progress <input type="checkbox"/> Not Implemented

Violation Report: 20209 - 04/15/2014 - Harvey, Jason
 PCH Name: INSINGER S PERSONAL CARE SOUTH

1. REGULATION 55 Pa.Code §2600

2600.54(a) - Direct care staff persons shall have the following qualifications:

- (1) Be 18 years of age or older, except as permitted in § 2600.54(b).
- (2) Have a high school diploma, GED diploma, or active registry status on the Pennsylvania nurse aide registry.
- (3) Be free from a medical condition, including drug or alcohol addiction, that would limit direct care staff persons from providing necessary personal care services with reasonable skill and safety.

2a. DESCRIPTION OF VIOLATION

The home had no documentation that direct care staff member a (hired 6/13/2013) was in possession of a high school diploma, GED, or active registry status on the PA nurse's aide registry. Staff was retained beyond the 30 day provisional hiring period pending receipt of the education document required by the regulation.

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 administrator had received a copy of staff A high school transcripts, they were placed in her file, and at the time of inspection missing, she has sent for a second copy, it has not arrived as of yet. The homes administrator will forward staff A's transcripts by 5-16-14. The administrator in the future will make duplicates of staff files at time of hire and has done so with all current staff files, will be corrected by 5-16-14.

- The administrator shall monitor for ongoing compliance.

[Signature]
 5/16/14

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative (Required on EVERY Page) *Richard E. Insinger*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Richard E. Insinger, President</i>	Date <i>5-4-2014</i>
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Violation Report: 20209 - 04/15/2014 - Harvey, Jason
 PCH Name: INSINGER S PERSONAL CARE SOUTH

1. REGULATION 55 Pa.Code §2600

2600.57(b) - Direct care staff persons shall be available to provide at least 1 hour per day of personal care services to each mobile resident.

2a. DESCRIPTION OF VIOLATION

On 4/6/2014, there were 37 residents in the home, that requires 37 hours of direct care staffing. On this day, only 35 hours of direct care staffing was provided.

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 home had been working on staffing hours and had planned to add a 5pm to 9pm shift daily as a all direct care, "Evening activities, showers and incontinency changing". The home has added 4 hrs. of direct care making a total of 39 direct care hours per day which will provide enough direct care hours with the home at full capacity. Violation corrected 4-20-14.

- The administrator shall monitor for ongoing compliance.

M
5/16/14

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Signature of Legal Entity Representative (Required on EVERY Page) *Ronald E. Insinger*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) RONALD E. INSINGER, President	Date 5-4-2014
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Violation Report: 20209 - 04/15/2014 - Harvey, Jason
 PCH Name: INSINGER S PERSONAL CARE SOUTH

1. REGULATION 55 Pa.Code §2600
 2600.96(a) - The home shall have a first aid kit that includes nonporous disposable gloves, antiseptic, adhesive bandages, gauze pads, thermometer, adhesive tape, scissors, breathing shield, eye coverings and tweezers.

2a. DESCRIPTION OF VIOLATION
 The home has two first aid kits. The first kit did not contain tape or a breathing shield and the second kit did not contain eye coverings or a thermometer.

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 homes first aid kits are checked and filled weekly and the home has a bound supply to replace any missing supplies. now it is sealed with tape and a date to check when last used. violation corrected at time of inspection 4-15-14.

The administrator shall monitor and assume ongoing compliance.

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

Signature of Legal Entity Representative (Required on EVERY Page) *Ronald E. Insinger*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *RONALD E. INSINGER, President* Date *5-4-2014*

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Violation Report: 20209 - 04/15/2014 - Harvey, Jason
 PCH Name: INSINGER S PERSONAL CARE SOUTH

1. REGULATION 55 Pa.Code §2600

2600.162(b) - When a resident misses a meal, food adequate to meet daily nutritional requirements shall be available and offered to the resident.

2a. DESCRIPTION OF VIOLATION

The home's current contract states, "Late meals will be provided for those who miss meals due to scheduled appointments with doctors and counselors and specialists. All other absences during meal times will be left to the resident to provide his or her own meal." A meal must always be available for a resident not present during meal times regardless of the circumstances.

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 home has changed its home rules to meet the residents daily nutritional requirements. The meal missed by residents will be offered at their return. either the meal they missed or a sandwich substitute. The home in the future will offer and provide three meals and one snack daily to meet residents nutritional requirements violation was corrected 4-16-14.

The administrator shall assure ongoing compliance.

M
5/16/14

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative (Required on EVERY Page) *Ronald E. Insinger*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *RONALD E. Insinger, President* Date *5-4-2014*

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Violation Report: 20209 - 04/15/2014 - Harvey, Jason
 PCH Name: INSINGER S PERSONAL CARE SOUTH

1. REGULATION 55 Pa.Code §2600

2600.191 - The home shall educate the resident on the right to question or refuse a medication if the resident believes there may be a medication error. Documentation of this resident education shall be kept.

2a. DESCRIPTION OF VIOLATION

The record of resident #1 (admitted 11/12/13) does not indicate the resident has the right to refuse a medication if it is believed the medication is being given in error.

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 homes administrator had over looked the resident rights "z" in resident #1 home contract. The administrator will re-check all admitted residents files in the future for there completion, Corrected 4-15-14

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative
 (Required on EVERY Page)

Ronald E. Insinger

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

RONALD E. Insinger President

Date *5-4-2014*

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- Not Implemented

Violation Report: 20209 - 04/15/2014 - Harvey, Jason
 PCH Name: INSINGER S PERSONAL CARE SOUTH

1. REGULATION 55 Pa.Code §2600
 2600.252 - Each resident's record must include the following information: (1) through (26)

2a. DESCRIPTION OF VIOLATION
 The record of resident #2 (admitted 2/9/12) does not indicate if the resident has any identifying marks.

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 Home Administrator when checking Emergency preparedness file, had not noticed Resident #2 Identifying marks left blank. Violation was corrected day of inspection 4-15-14.

The administrator shall monitor and assure ongoing compliance.

[Signature]
 5/16/14

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Signature of Legal Entity Representative (Required on EVERY Page) *Ronald E. Insinger*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>RONALD E Insinger, President</i>	Date <i>5-4-2014</i>
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