



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

**CERTIFIED MAIL – RETURN RECEIPT REQUESTED**  
**MAILING DATE: January 20, 2015**

Ms. Michele Nestlerode, Administrator  
Jeffco Health Services, Inc.  
Jefferson Court  
417 Route 28  
Brookville, Pennsylvania 15825

RE: Jefferson Court  
#406240

Dear Ms. Nestlerode:

As a result of the Department of Human Services' licensing inspection on November 13, 2014 and November 14, 2014, 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.

Sincerely,

A handwritten signature in black ink that reads "Jon Kimberland / CV".

Jon Kimberland  
Regional Licensing Administrator

Enclosure  
Licensing Inspection Summary

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

Page 1 of 3

FCH Name: JEFFERSON COURT		License Number: 40824
Address: 417 RT 28, BROOKVILLE, PA 15825		County: Jefferson
Administrator: MS. MICHELLE NESTLERODE		Region: WEST
Legal Entity Name: JEFFCO HEALTH SERVICES INC		
Legal Entity Address: 417 RT, 28, BROOKVILLE, PA 15825		
Certificate(s) of Occupancy C-2 LP 02/09/1999 Comm. of PA Dept. L&I		IAN E. ZER WEST VIRGINIA UNIVERSITY NIGHTMARE
Staffing Hours		
Resident Support: 0	Total Daily Staff: 69	Waking Staff: 52
Type of Inspection: Partial	BHA Docket Number: N/A	Notice: Unannounced
Reason(s) for Inspection(s) Complaint, Incident		
On-Site Inspections Dates and Department Representatives On-Site 11/13/2014: Pollock, Susan; Whitney, Diane 11/14/2014: Pollock, Susan; Whitney, Diane		
Off-Site Inspection Dates and Inspectors, if Applicable		
Other Details Partial or Full Triggers: N/A Random Indicators: N/A		
Resident Demographic Data as of Inspection Dates		
Licensed Capacity: 48 Number of Residents Served: 43 Secured Dementia Care Unit In Home: Yes Area: Second Floor Secured Dementia Unit Capacity, if Applicable: 24 Number of Residents Served in Secured Dementia Care Unit, if applicable: 19 Number of Current Hospice Residents: 2 Number of Hospice Residents in past year: 3	Number of Residents who: Receive Supplemental Security Income: 4 Are 60 Years of Age or Older: 43 Have Mental Illness: 0 Have an Intellectual Disability: 3 Have a Mobility Need: 26 Have a Physical Disability: 0	

JAN 16 2015

Violation Report: 40624 - 11/13/2014 - Pollock, Susan  
PCH Name: JEFFERSON COURT

WESTERN PENNSYLVANIA  
HUMAN SERVICES AGENCY

1. REGULATION 55 Pa.Code §2600

2600.15(a) - The home shall immediately report suspected abuse of a resident served in the home in accordance with the Older Adults Protective Services Act (35 P.S. Sections 10225.701 - 10225.707) and 6 Pa. Code Sections 15.21 - 15.27 (relating to reporting suspected abuse) and comply with the requirements regarding restrictions on staff persons.

2a. DESCRIPTION OF VIOLATION

On 11/13/14, at approximately 9:00 p.m. staff person B witnessed staff person A forcefully inject 10 units of Levemir and 2 units of Novolog into resident #1's left thigh. after the resident refused twice to take their medications. The resident cried out "Why are you the only one who hurts me." The forceful injections left a purple, black and blue bruise 5cm long by 0.75cm wide with a visible puncture mark on the resident's left thigh. Staff person B did not report the witnessed resident abuse until 11/13/14 at 4:00 p.m.

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.

On 12/31/14, [redacted] and [redacted] representatives from the Jefferson County Area Agency on Aging provided training to all Staff: Caregivers, Activities, Housekeeping, Maintenance and Administration. The training consisted of identifying the types of abuse and the requirements of Staff to report abuse and/or suspicion of abuse as well as how, when and where to report. Caregivers are currently completing their annual abuse prevention training - "A Closer Look at Elder Abuse". This course covers the different types of abuse and neglect, gives specific warning signs and examples, recognizing cases of abuse and how to report abuse to authorities. This course will be completed by 1/31/15. Newly hired Staff are trained on abuse prevention and reporting upon hire and all Staff are trained annually. Training records are reviewed and audited upon hire and monthly by the Administrator.

Remediated - The Administrator or designated staff person will review all incident reports and any allegations of abuse to ensure any allegations of abuse are reported in accordance with the Older Adult Protective Services Act, 1-20-15.

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

Signature of Legal Entity Representative (Required on EVERY Page) *Misty S. Fleming*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Misty S. Fleming, Administrator, Jefferson Manor*      Date *1/16/2015*

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

The above plan of correction is approved as of 1-20-15 (Date)

The above plan of correction was approved by [Signature] (Initials)

Plan of correction implementation status as of 1-20-15 (Date)

Fully Implemented

Partially Implemented - Adequate Progress

Partially Implemented - Inadequate Progress

Not Implemented

Violation Report: 40624 - 11/13/2014 - Pollock, Susan  
PCH Name: JEFFERSON COURT

1. REGULATION 55 Pa. Code §2600

2600.42(b) - A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

2a. DESCRIPTION OF VIOLATION

On 11/3/14, at approximately 9:00 p.m., staff person A entered resident #1's room to administer the resident's evening medications, which included an 8:30 p.m. 10 unit injection of Levemir and a 2 unit injection of Novolog. The resident refused to take all their medications, but agreed to permit staff person A to test his/her blood glucose level. Staff person A prepared the Levemir and Novolog for administration and called staff person B and requested he/she attempt to administer the refused medications. Staff person B offered resident #1 their medication; however, the resident refused for a second time. At this time, staff person A forcefully injected the Levemir and Novolog injections into resident #1's left leg. The resident cried out "Why are you the only one who hurts me." The forceful injections left a purple, black and blue bruise 5cm long by 0.75cm wide with a visible puncture mark on the resident's left thigh.

On 11/3/14, at approximately 3:00 p.m. resident #2 and resident #3 were returning from the activity room, when resident #2 noticed that resident #3 was fatigued, weak and having trouble walking the rest of the way to their room. As the residents continued down the hallway and approached the threshold of the administrator's office, resident #2 told staff person C, the administrator, that it looked like resident #3 was in need of some assistance and asked if someone could help the resident back to their room. Staff person C responded curtly, "No, she is fine." Resident #2 replied, resident #2 could use some assistance and that is why he/she lives here. Staff person C quickly came to the threshold of their office waving their finger in front of resident #2's face and yelling "What do you know? Are you her Doctor? Did you write orders for her? You know nothing about it. Do you even know who her Doctor is? Why don't you call and talk to them. You need to mind your own business. I am in charge here. I am the administrator. You don't know what's going on with her." Resident #2 responded "I was only trying to be kind." Staff person C replied, if you don't like it I can issue you a thirty day notice. Resident #2 stated he/she felt belittled and angry in the manner in which he/she was treated by staff person C.

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.

Staff Person A and Staff Person C are no longer employed by the facility. All Staff received training on 12/3/14 by representatives from the Jefferson County Area Agency on Aging consisting of identifying the types of abuse and the requirement of staff to report abuse and/or suspicion of abuse as well as how when and where to report. Caregivers are currently completing their annual abuse prevention training "A Closer Look at Elder Abuse." This course covers the different types of abuse and neglect, gives specific warning signs and examples, recognizing cases of abuse and how to report abuse to authorities. This course will be completed by 1/31/15. Newly hired staff are trained on abuse prevention and reporting upon hire, and all staff are trained annually. A new Administrator was hired on 12/29/14. She has developed a questionnaire for residents regarding their treatment "See attached" A sample of 2-4 residents will be interviewed weekly for 3 months beginning 1/1/15 then every six months ongoing. The interviews will be conducted by the Administrator, LPN Care Coordinator, Activity Coordinator and the Nursing Home Administrator of Jefferson Manor Health Center. The Administrator will be responsible for monitoring for completion.

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

Signature of Legal Entity Representative (Required on EVERY Page) *Misty S Fleming*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Misty S. Fleming Administrator Jefferson Manor Date 1/16/2015

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The above plan of correction is approved as of 1-20-15 (Date)

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

Plan of correction implementation status as of 1-20-15 (Date)  
 Fully Implemented  
 Partially Implemented - Adequate Progress  
 Partially Implemented - Inadequate Progress  
 Not Implemented

2-28-15 - All staff persons qualified to administer medications will be educated on the resident's right to refuse medication and the home's policy and procedures for a resident's refusal to take a prescribed medication. Documentation of education will be kept. 1-20-15