



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

**CERTIFIED MAIL – RETURN RECEIPT REQUESTED**

MAILING DATE: AUG 31 2015

AUG 01 2015

Ms. Robyn Burns, Administrator  
Hayes Manor, Inc.  
2210 Belmont Avenue  
Philadelphia, PA 19131

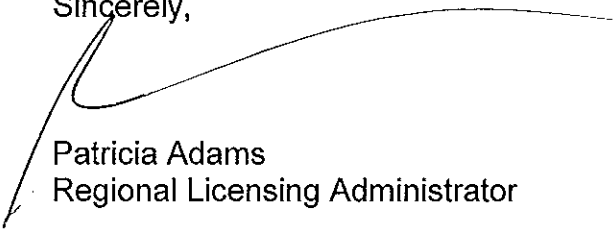
RE: Hayes Manor  
License #: 142230

Dear Ms. Burns:

As a result of the Department of Human Services' licensing inspection on February 25, 2015 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.

Sincerely,



Patricia Adams  
Regional Licensing Administrator

Enclosure  
Licensing Inspection Summary



Violation Report: 14223 - 02/25/2015 - Mollvain, Shawn  
PCH Name: Hayes Manor

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

Resident #1's assessment completed 3/26/14; listed under extensive supervision, "requires regular supervision in the home and cannot leave the home unattended; unaware of unsafe areas". On 2/24/15, resident #1 was transferred to Roxborough Memorial Hospital, via ambulance as a result of a car accident 20 feet from the home. Resident # 1 was transferred without supervision and or an attendant from 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.

Please see attached.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative  
(Required on EVERY Page)

*Robyn Burns*

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

Robyn Burns - Administrator

Date 7/14/15

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

The above plan of correction is approved as of

*7/16/15*  
(Date)

Plan of correction implementation status as of

*7/16/15*  
(Date)

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

The above plan of correction was approved by

*[Signature]*  
(Initials)

**Hayes Manor- Violation Report Page 2 of 2****Plan of Correction for 2600.227(c)**

Step 1 – Reviewed

Step 2 – Reviewed

I believe this violation is in error. [REDACTED] left Hayes Manor escorted by his VA Social Worker. DHS has received various statements from the staff to attest to this. As stated on his assessment he requires supervision and cannot leave the home unattended, and he did not leave Hayes Manor unattended.

Step 3 – Fix the immediate problem – We have updated our policy regarding residents leaving the home. In addition to signing out a resident when leaving the facility, the following must take place by all parties accompanying a resident should an incident arrive:

- 911 is to be called immediately for any incident regarding a resident and a report must be filled.
- The facility must be notified immediately of any incident involving the resident, and a detail report of the incident must be provided to our administrator or director of nursing.
- Should an incident occur while the resident is out of the building, the person escorting the resident must accompany the resident to the hospital for an evaluation.
- As previously noted the administrator or nursing department must complete a reportable incident report to the Department of Human Services within 24 hours as per regulation.

This policy was updated on February 26, 2015, please see enclosed.

Step 4 – Determine the root cause of the violation – The resident was not escorted to the hospital by the VA social worker who was responsible for his safety and wellbeing while in her care.

Step 5 – Prevent future occurrences – A meeting took place with [REDACTED] VA Social Worker on February 27, 2015 regarding the occurrence. A phone call was placed to the VA Medical Center, and a copy of our policy was forwarded to the VA Hospital as well on February 27, 2015. All administrative and nursing staff have been in-serviced on the new policy, this was completed on February 26, 2015:

**Attachments:**

A copy of Hayes Manor updated policy regarding a resident leaving the home.

A copy of the in-service given to the staff.

Signature of Legal Entity Representative -

Printed Name and Title of Legal Entity Representative-

*Robyn Burns* 7/16/15  
Robyn Burns - Administrator