



pennsylvania
DEPARTMENT OF PUBLIC WELFARE

Sent via email to: [REDACTED]

MAILING DATE: June 10, 2015

Ms. Nimita Kapoor-Atiyeh, President
Whitehall Manor, Inc.
1177 Sixth Street
Whitehall, Pennsylvania 18052

RE: Whitehall Manor
License # 216650

Dear Ms. Kapoor-Atiyeh:

As a result of the Department of Public Welfare's licensing inspection on April 29, 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,

Anne Graziano
Anne Graziano
Regional Licensing Administrator

Enclosure
Licensing Inspection Summary

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

PCH Name: WHITEHALL MANOR		License Number: 21665
Address: 1177 SIXTH STREET, WHITEHALL, PA 18052		County: Lehigh
Administrator: Monica Burger		Region: NORTHEAST
Legal Entity Name: Whitehall Manor Inc.		
Legal Entity Address: 1177 SIXTH STREET, WHITEHALL, PA 18052		
Certificate(s) of Occupancy		
I-1 03/07/2014 Whitehall Township	C-2 LP 06/19/2006 Department of L&I	
Staffing Hours		
Resident Support: NM	Total Daily Staff: 252	Waking Staff: 189
Type of Inspection: Partial	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s)		
Incident		
On-Site Inspections Dates and Department Representatives On-Site		
04/29/2015: Hummel, Jesse; O'Haire, Anne		
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: 215 Number of Residents Served: 176 Secured Dementia Care Unit in Home: Yes Area: Secured Wings Secured Dementia Unit Capacity, if Applicable: 78 Number of Residents Served in Secured Dementia Care Unit, if applicable: 47 Number of Current Hospice Residents: 5 Number of Hospice Residents in past year: 51	Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 176 Have Mental Illness: 0 Have an Intellectual Disability: 0 Have a Mobility Need: 76 Have a Physical Disability: 1	

Violation Report: 21685 - 04/29/2015 - Hummel, Jesse
PCH Name: WHITEHALL MANOR

1. REGULATION 65 Pa.Code §2600
2600.42(c) - A resident shall be treated with dignity and respect.

2a. DESCRIPTION OF VIOLATION

On 4/21/15 staff person A and staff person B were assisting resident #1 transfer from the resident's bed to the resident's wheelchair. Upon transferring the resident, the resident attempted to pinch staff person A. Staff person A slapped the resident's hand "hard" in response to the resident attempting to pinch the staff person. The resident reacted with a confused look and continuously repeated, "Never again, never again." Staff person A failed to treat resident #1 with dignity and respect while transferring the resident.

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.

Preparation and submission of this Plan of Correction does not constitute an admission or agreement by the personal care home of the truth of the facts alleged or of the correctness of the conclusion set forth on the License Inspection Summary. This Plan of Correction is prepared and submitted to meet requirements under state law. The personal care home reserves any and all applicable rights to appeal rights to appeal pursuant to § 55 Pa. Code 55 Pa. Code 20 et seq. and 2600.263.

Staff member A was immediately removed from the situation. Staff person B immediately notified her supervisor who notified the Administrator. The L.P.N. of Whitehall Manor went to assess resident # 1 and found no injuries. The Administrator and the L.P.N. immediately met with staff person A and staff person B. Staff person A and Staff person B provided a statement of what occurred with the resident. The Administrator spoke to Staff person A and Staff person B individually. The Administrator explained to Staff member A that according to facilities' handbook, she was discharged from her duties from the Personal Care Home.

Furthermore, Lehigh County Area Agency on Aging, was notified of the incident and verbally advised the Personal Care Home that since resident # 1 sustained no injuries, the incident would not be investigated by the Agency. The facility did forward a copy of the Mandatory Act 13 to Lehigh County Area Agency on Aging.

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 6/4/15

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The above plan of correction is approved as of 6-5-15
(Date)

Plan of correction implementation status as of 6-5-15
(Date)

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

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

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Violation Report: 21666 - 04/29/2015 - Hummel, Jesse
PCH Name: WHITEHALL MANOR

1. REGULATION 55 Pa.Code §2600
2600.42(c) - A resident shall be treated with dignity and respect.

2a. DESCRIPTION OF VIOLATION

On 4/21/15 staff person A and staff person B were assisting resident #1 transfer from the resident's bed to the resident's wheelchair. Upon transferring the resident, the resident attempted to pinch staff person A. Staff person A slapped the resident's hand "hard" in response to the resident attempting to pinch the staff person. The resident reacted with a confused look and continuously repeated, "Never again, never again." Staff person A failed to treat resident #1 with dignity and respect while transferring the resident.

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.

Therefore, we are asking that this violation be rescinded. The Personal Care home followed all steps which were required by The Department of Human Services and the Regulatory Compliance Guide which states:

1. Immediately report to Older Adult Protective Services
2. Immediately suspend staff person or place staff person on a plan of supervision, (released her of her her duties)
3. Report allegation to DHS
4. Report allegation to resident's designated person and physician

Going forward the Personal Care Home will continue its current practice of providing personal care services in a manner that promotes and protects each of its resident right, consistent with §55 PA. Code 2600.42(c). As this Personal Care Home continually seeks to improve and heighten its ongoing compliance with the personal care home licensing standard, the personal care home will continue to review the requirements of §55 Pa. Code 2600.42 (c) with all staff during employee orientation and at least annually after. Please see attached training that was completed in February on safe management techniques and the personal care home will be conducting training on de-escalation techniques, respect and dignity and the Mandatory Abuse Act 13 training in our June 16, 2015 training.

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)

Nimette Keppner - Admin. Co-Rep

Date 6/1/15

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The above plan of correction is approved as of

(Date)

The above plan of correction was approved by

(Initials)

Plan of correction implementation status as of

(Date)

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