



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

JUL 23 2015

Mr. Steven T. Cherry, Executive Director  
The New Heritage Towers, Inc.  
200 Veterans Lane  
Doylestown, Pennsylvania 18901

RE: Heritage Towers  
License #: 127180

Dear Mr. Cherry:

As a result of the Department of Human Services' licensing inspection on May 19, 2015 and May 20, 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.

Your regular license for the period July 5, 2015 to July 5, 2016 was issued on April 29, 2015. Your regular license remains in good standing.

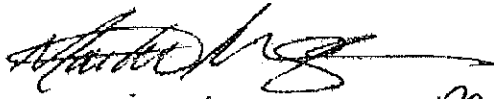
Sincerely,

A handwritten signature in black ink, appearing to read "Matthew J. Jones".

Matthew J. Jones  
Director

Enclosure  
License Inspection Summary

PCH Name: HERITAGE TOWERS		License Number: 127180
Address: 200 VETERANS LANE, DOYLESTOWN, PA 18901		County: Bucks
Administrator: MARTINE MINNINGER		Region: SOUTHEAST
Legal Entity Name: THE NEW HERITAGE TOWERS INC		
Legal Entity Address: 200 VETERANS LANE, DOYLESTOWN, PA 18901		
Certificate(s) of Occupancy		
C-2 LP 06/08/2001 Comm of PA Dept of L & I	A-5, C-2, C-1 09/24/1981 Comm of PA Dept of L & I	
Staffing Hours		
Resident Support: 0	Total Daily Staff: 68	Working Staff: 50
Type of Inspection: Full	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s) Renewal		
On-Site Inspections Dates and Department Representatives On-Site 05/19/2015: Kealty, Jennifer; McHale, Christine 05/20/2015: Kealty, Jennifer; McHale, Christine		
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: 75	Number of Residents who:	
Number of Residents Served: 69	Receive Supplemental Security Income: 0	
Secured Dementia Care Unit In Home: No	Are 60 Years of Age or Older: 59	
Area:	Have Mental Illness: 1	
Secured Dementia Unit Capacity, If Applicable:	Have an Intellectual Disability: 1	
Number of Residents Served in Secured Dementia Care Unit, if applicable:	Have a Mobility Need: 7	
Number of Current Hospice Residents: 3	Have a Physical Disability: 0	
Number of Hospice Residents in past year: 10		

  
Martine Minninger PCHA 7/6/15

Violation Report: 12718 - 05/19/2015 - Keely, Jennifer  
 PCH Name: HERITAGE TOWERS

**1. REGULATION 55 Pa.Code §2800**

2800.17 - 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 5/20/2015, at 10:00 a.m., the "24 hour report cart to cart log" containing resident information regarding toileting needs, appointments, and AccuChek needs was unlocked and accessible on top of the medication cart on the third floor near the choir office.

**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.*

At the time of inspection, the clipboard with the 24 hour cart to cart report log was removed from the top of the cart. The med tech that left the log unattended was instructed to lock the log in the med cart when the log is unattended.

PC nursing staff was also reminded to secure care logs in the locked carts when unattended. This was done during the May 28<sup>th</sup> PC team meeting – see attachments #1 and #2.

Compliance will be monitored by PC Administrator and Lead Med Techs daily.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative (Required on EVERY Page)	 PCHA
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Printed Name and Title of Legal Entity Representative (Required on EVERY Page)	Date
Martine Minninger PCHA	7/6/15

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

The above plan of correction is approved as of 7/13/15  
 (Date)

Plan of correction implementation status as of 7/13/15  
 (Date)

The above plan of correction was approved by   
 (Initials)

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

Violation Report: 12718 - 05/19/2015 - Keelly, Jennifer  
 PCH Name: HERITAGE TOWERS

1. REGULATION 55 Pa.Code §2800  
 2600.25(a)(1) - Prior to admission, or within 24 hours after admission, a written resident-home contract (contract) between the resident and the home shall be in place.

2a. DESCRIPTION OF VIOLATION

Resident # 1, admitted 4/29/2015, did not have a resident-home contract in place until 5/7/2015. The payer did not sign the contract until 5/7/2015.

Resident # 2, admitted 10/11/2014, did not have a resident-home contract in place until 10/17/2014. The payer did not sign the contract until 10/17/2014.

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.*

In both cases, the residents had signed the PC Addendums but the payer was not present at time of admission and signed at a later date.

Going forward, PC Addendums will be presented to payers prior to admission, in the event they will be unavailable at time of admission to ensure timely signage.

The marketing coordinator and PC administration have been educated of the need for payers to sign prior to or within 24 hours of admission.

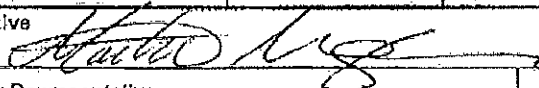
The PC admission checklist has been updated to reflect this. Please see attachment #3.

This will be monitored quarterly by PCHA and PC Administrative Assistant during file audits.

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)

Martine Minninger PCHA

Date 7/6/15

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