



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Sent via email to: [REDACTED]

MAILING DATE: September 18, 2015

Ms. Michelle Hamilton, Chief of Senior Living Operations
Country Meadows Associates
830 Cherry Drive
Hershey, Pennsylvania 17033

RE: Country Meadows of Wyomissing II
1802 Tulpehocken Road
Wyomissing, Pennsylvania 19610
License: #205040

Dear Ms. Hamilton:

As a result of the Department of Human Services' licensing inspection on and July 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.

Sincerely,

Anne Graziano
Anne Graziano
Regional Licensing Administrator

Enclosure
Licensing Inspection Summary

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

PCH Name: COUNTRY MEADOWS OF WYOMISSING II		License Number: 205040
Address: 1802 TULPEHOCKEN ROAD, WYOMISSING, PA 19610		County: Berks
Administrator: Bill D'Andrea		Region: NORTHEAST
Legal Entity Name: COUNTRY MEADOWS ASSOCIATES		
Legal Entity Address: 830 CHERRY DRIVE, HERSHEY, PA 17033		
Certificate(s) of Occupancy		
C-2 LP 03/06/1998 L&I	I-1 12/08/2010 Borough wyomissing	
Staffing Hours		
Resident Support: 0	Total Daily Staff: 228	Waking Staff: 171
Type of Inspection: Partial	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s)		
Incident		
On-Site Inspections Dates and Department Representatives On-Site		
07/20/2015: Novak, Ryan		
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: 166 Number of Residents Served: 163 Secured Dementia Care Unit in Home: Yes Area: N/A Secured Dementia Unit Capacity, if Applicable: 60 Number of Residents Served in Secured Dementia Care Unit, if applicable: 39 Number of Current Hospice Residents: 5 Number of Hospice Residents in past year: 10	Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 163 Have Mental Illness: 0 Have an Intellectual Disability: 0 Have a Mobility Need: 65 Have a Physical Disability: 0	

Violation Report: 20504 - 07/20/2015 - Novak, Ryan
 PCH Name: COUNTRY MEADOWS OF WYOMISSING II

1. REGULATION 55 Pa.Code §2600

2600.15(c) - The home shall immediately submit to the Department's personal care home regional office a plan of supervision or notice of suspension of the affected staff person.

2a. DESCRIPTION OF VIOLATION

On 6/30/15, an allegation of verbal abuse was made against staff person A regarding resident #1. The home suspended staff person A immediately and then returned the staff person back to work on 7/5/15 with a plan of supervision. The home did not obtain approval from the Department regarding the plan of supervision and wait until the Department concluded the investigation.

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 has been removed from service. Executive Director will follow proper regulatory guidance and report follow-up investigations as well as written plans of supervision prior to allowing staff person to return. The Executive Director shall monitor all reportable incidents and ensure ongoing regulatory compliance.

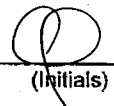
Repeat Violation: No	Date(s) of Previous Violation(s):
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Signature of Legal Entity Representative
 (Required on EVERY Page)



Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Michelle Hamilton Chief of Senior Living Operations	Date August 26, 2015
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DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of <u>9-18-15</u> (Date)	Plan of correction implementation status as of <u>9-18-15</u> (Date)
The above plan of correction was approved by  (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: 20504 - 07/20/2015 - Novak, Ryan
 PCH Name: COUNTRY MEADOWS OF WYOMISSING II

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

2a. DESCRIPTION OF VIOLATION
 On 6/30/15 around 10:30am Staff person A told resident #1 to "shut up", "go to hell" and "to leave him/her the hell alone." The staff person did not treat the resident with dignity and respect.

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 self reported the incident to her supervisor. Immediate action was taken to ensure the resident's safety. Staff person A was removed from the shift until further investigation of the incident was conducted. Staff person A was counseled in regard to the event. Country Meadows policies and expectations were reviewed with the co-worker along with regulatory guidelines. A complete investigation was conducted and the manager felt this was a one-time event, and through re-training and coaching, Staff person A could return to regular duty under supervision.

The Executive Director with the assistance of the management team will monitor all co-workers interactions with residents to ensure support is provided with dignity and respect. Education and training will continue to be provided to all co-workers on the subjects of resident rights and abuse and neglect.

Repeat Violation: No	Date(s) of Previous Violation(s):
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Violation Report: 20504 - 07/20/2015 - Novak, Ryan
 PCH Name: COUNTRY MEADOWS OF WYOMISSING II

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
 Direct care staff person A hired 1/9/12 does not have a high school diploma, GED or active registration on the Pennsylvania nurse aide registry.

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 Executive Director and Employment Specialist have reviewed all current co-workers to ensure proper requirements have been met (8/1/15). Staff person A was a transfer from Country Meadows at Home (home care) and was assumed to have met requirements for direct care. Staff person A was offered a housekeeping position and declined. Staff person A is no longer employed by Country Meadows.

Adm/Designee will ensure a review process or system for future direct care staff employees to ensure ongoing compliance. CP. 9-18-15

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Printed Name and Title of Legal Entity Representative Michelle Hamilton (Required on EVERY Page) Chief of Senior Living Operations	Date August 26, 2015
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