



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Sent via email to: [REDACTED]

MAILING DATE: November 23, 2015

Mr. Michael B. Melnic, CEO & CFO
Catholic Senior Housing & Health Care Services Inc.
1200 Spring Street
Bethlehem, Pennsylvania 18018

RE: Grace Mansion
License: #216430

Dear Mr. Melnic:

As a result of the Department of Human Services' licensing inspection on September 8, 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,

A handwritten signature in black ink that reads "Michele Moskalczyk".

Michele Moskalczyk
Regional Licensing Administrator

Enclosure
Licensing Inspection Summary

Violation Report: 21643 - 09/08/2015 - Hummel, Jesse
 PCH Name: GRACE MANSION

1. REGULATION 55 Pa.Code §2600
 2600.5(a)(1) - The administrator or a designee shall provide, upon request, immediate access to the home, the residents and records to: Agents of the Department.

2a. DESCRIPTION OF VIOLATION
 On 9/8/15 at 2:30pm Department Representatives requested annual staff training for staff person A and also the assessment and support plan for resident #1. Staff person B did not have access to this information and therefore was unable to present this information for the Department's review.

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 B did have access to the records requested. Requested records were faxed to the Department on 9/21/2015. Staff person B has had education on where to find the records in the future.

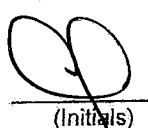
Adm/Designee will ensure that all staff members who perform in the role of 'Designee' will have immediate access to the home, the residents and the records. Training will be documented and retained by the home by 12/11/15
 11-20-15

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Karen Abruzzese Director of Residential Services</i>	Date <i>9/28/2015</i>
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DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of <u>11/20/15</u> (Date)	Plan of correction implementation status as of <u>11/20/15</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: 21643 - 09/08/2015 - Hummel, Jesse
PCH Name: GRACE MANSION

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 9/1/15 during the 11:00pm to 7:00am shift resident #1 rang the resident's call bell several times requesting assistance to be moved from the resident's bed to chair and back to bed. On one occasion staff member A entered resident #1's room and began yelling at the resident. "You called three times in the last hour." Staff person A stated that the staff would not assist the resident transfer. Staff person A then stated, "If you call one more time the staff person would be furious and would flip." The resident stated that the resident's back hurt in the chair. Staff person A responded with "Oh stop your back hurt while you were in bed." On 9/2/15 during the 3:00pm to 11:00pm and 11:00pm to 7:00am change of shift resident #1 rang the resident's call bell requesting to be transferred. Staff person A responded to the bell. When the staff entered the resident's room, the staff stated, "Bullshit, you haven't been there that long. I've got your number. I'm not dealing with this tonight." These incidents were witnessed by several staff at the facility, however these incidents of resident mistreatment were not reported until 9/3/15. These incidents were not immediately reported as required by the Older Adult Protective Services Act.

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 terminated.
All staff have been educated on reporting suspected/ mistreatment immediately upon witnessing such an event.
(see attachment #1)
for learning
CP. 11/2015

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

Signature of Legal Entity Representative (Required on EVERY Page) *Karen Abmuzzese*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Karen Abmuzzese Director of Residential Services* Date *9/28/2015*

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

Plan of correction implementation status as of *11/20/15* (Date)

- Fully Implemented
- Partially Implemented - Adequate Progress
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Violation Report: 21643 - 09/08/2015 - Hummel, Jesse
 PCH Name: GRACE MANSION

1. REGULATION 55 Pa.Code §2600

2600.23(a) - A home shall provide each resident with assistance with activities of daily living as indicated in the resident's assessment and support plan.

2a. DESCRIPTION OF VIOLATION

Based upon staff interviews as well as the resident's assessment and support plan finalized on 6/22/15 Resident #1 requires assistance of two to transfer from the resident's bed to a chair and from a chair back to bed. On 9/1/15 during the 11:00pm to 7:00am shift resident #1 rang the resident's call bell several times requesting assistance to be moved from the resident's bed to chair and back to bed. On one occasion staff member A entered resident #1's room and began yelling at the resident. "You called three times in the last hour." Staff person A stated that the staff would not assist the resident transfer. Staff person A then stated, "If you call one more time the staff person would be furious and would flip." The resident stated that the resident's back hurt in the chair. Staff person A responded with "Oh stop your back hurt while you were in bed." Staff person A failed to provide assistance in 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.

Staff person A has been terminated from employment. All staff persons have been educated on the importance of reporting mistreatment of Residents immediately. The Adm / Designee will conduct an in-service of all direct care staff. The training will address the provision of activities of daily living to all residents of the home, based on the individual assessments and support plans (RASPs) for each resident. This will ensure the home comes into compliance with this regulation. As resident needs change and/or new residents are admitted, special attention will be paid to how the home will meet each individual residents' needs w/ ADLs. 9/1/2015

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


Signature of Legal Entity Representative
 (Required on EVERY Page) *Karen Abruzzese*

Printed Name and Title of Legal Entity Representative *Karen Abruzzese* Date *9/28/2015*
 (Required on EVERY Page) *Director of Residential Services*

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Violation Report: 21643 - 09/08/2015 - Hummel, Jesse
PCH Name: GRACE MANSION

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

2a. DESCRIPTION OF VIOLATION

On 9/1/15 during the 11:00pm to 7:00am shift resident #1 rang the resident's call bell several times requesting assistance to be moved from the resident's bed to chair and back to bed. On one occasion staff member A entered resident #1's room and began yelling at the resident. "You called three times in the last hour." Staff person A stated that the staff would not assist the resident transfer. Staff person A then stated, "If you call one more time the staff person would be furious and would flip." The resident stated that the resident's back hurt in the chair. Staff person A responded with "Oh stop your back hurt while you were in bed." On 9/2/15 during the 3:00pm to 11:00pm and 11:00pm to 7:00am change of shift resident #1 rang the resident's call bell requesting to be transferred. Staff person A responded to the bell. When the staff entered the resident's room, the staff stated, "Bullshit, you haven't been there that long. I've got your number. I'm not dealing with this tonight." Staff person A failed to treat resident #1 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 has been terminated from employment.

All Staff persons have been educated on the importance of treating everyone with dignity and respect. They have also been educated to immediately report any suspected signs of mistreatment.

The home will reach out to the Lehigh County Area Agency on Aging to conduct the next annual staff training on Resident Rights and Older Adult Protective Services regarding the recognition & response to elder abuse. EP. 11/20/15

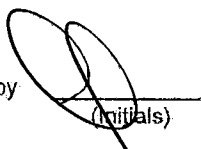
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Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Karen Abruzzese* Director of Residential Services Date *9/28/2015*

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