



**pennsylvania**

DEPARTMENT OF HUMAN SERVICES

**CERTIFIED MAIL – RETURN RECEIPT REQUESTED**

**MAILING DATE: MAR 08 2016**

Mr. Timothy J. Murphy, President/CEO  
Elm Terrace Gardens  
660 North Broad Street, 3<sup>rd</sup> and 4<sup>th</sup> Floors  
Lansdale, Pennsylvania 19446

RE: Elm Terrace Gardens  
License # 127830

Mr. Murphy:

As a result of the Department of Human Services's licensing inspection on October 15, 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, appearing to read "Roslyn Brewer".

Roslyn Brewer  
Regional Licensing Administrator

Enclosure  
Licensing Inspection Summary

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

Page 1 of 3

PCH Name: ELM TERRACE GARDENS		License Number: 12783
Address: 660 N BROAD ST 3RD & 4TH FL, LANSDALE, PA 19446		County: Montgomery
Administrator: Malissa Stroble		Region: SOUTHEAST
Legal Entity Name: ELM TERRACE GARDENS		
Legal Entity Address: 660 NORTH BROAD STREET, LANSDALE, PA 19446		
Certificate(s) of Occupancy nm nm		
Staffing Hours Resident Support: 0                      Total Daily Staff: 73                      Working Staff: 55		
Type of Inspection: Partial                      BHA Docket Number:                      Notice: Unannounced		
Reason(s) for Inspection(s) Incident		
On-Site Inspections Dates and Department Representatives On-Site 10/15/2015: Keelly, Jennifer; McHale, Christine		
Off-Site Inspection Dates and Inspectors, if Applicable 10/16/2015: Keelly, Jennifer		
Other Details Partial or Full Triggers:                      Random Indicators:		
<b>Resident Demographic Data as of Inspection Dates</b>		
Licensed Capacity: 250 Number of Residents Served: 56 Secured Dementia Care Unit In Home: No Area: Secured Dementia Unit Capacity, if Applicable: Number of Residents Served in Secured Dementia Care Unit, if applicable: Number of Current Hospice Residents: 1 Number of Hospice Residents in past year: 6		Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 56 Have Mental Illness: 6 Have an Intellectual Disability: 0 Have a Mobility Need: 17 Have a Physical Disability: 1



Violation Report: 12783 - 10/15/2015 - Keelty, Jennifer  
 PCH Name: ELM TERRACE GARDENS

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

2a. DESCRIPTION OF VIOLATION

On the night of 10/10/2015, Staff Member A removed Resident # 1 from another resident's bedroom by grabbing Resident # 1's arm and pulling the resident out of the room and then yelled at 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.*

Elm Terrace Gardens has an extensive training program to educate our staff members on Resident Rights including how to treat a resident with dignity and respect. We also educate our staff on how to redirect, reassure and re-approach residents with cognitive function impairments.

The above incident was reported on 10/14/15 by the resident who witnessed Resident #1 and Staff member A's encounter in [redacted] room. The Department of Human Services was notified, the local Area on Aging and Adult Services was notified, staff members that worked the weekend were asked to give a written statement. Staff member A was suspended on 10/14/15 pending the conclusion of the investigation.

It was determined through the investigation that the staff member who removed Resident #1 from another resident's bedroom was educated on the above items and did not follow proper procedure. It was also determined that staff member A's interaction with Resident #1 was not appropriate and did not put the resident's best interest and safety as a priority. Staff member A was terminated from Elm Terrace Gardens on 10/20/15.


A training class on Care of Residents with Dementia and Cognitive Impairment was completed on 12/30/15 for all staff members.

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) Timothy J. Murphy Date 2/10/2016

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

The above plan of correction is approved as of <u>2/18/16</u> (Date)	Plan of correction implementation status as of <u>2/18/16</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: 12783 - 10/15/2015 - Keelty, Jennifer  
 PCH Name: ELM TERRACE GARDENS

**1. REGULATION 55 Pa.Code §2600**

2600.202 - The following procedures are prohibited:

- (1) Seclusion, defined as involuntary confinement of a resident in a room from which the resident is physically prevented from leaving, is prohibited.
- (2) Aversive conditioning, defined as the application of startling, painful or noxious stimuli, is prohibited.
- (3) Pressure point techniques, defined as the application of pain for the purpose of achieving compliance, is prohibited.
- (4) A chemical restraint, defined as use of drugs or chemicals for the specific and exclusive purpose of controlling acute or episodic aggressive behavior, is prohibited.
- (5) A mechanical restraint, defined as a device that restricts the movement or function of a resident or portion of a resident's body, is prohibited.
- (6) A manual restraint, defined as a hands-on physical means that restricts, immobilizes or reduces a resident's ability to move his arms, legs, head or other body parts freely, is prohibited.

**2a. DESCRIPTION OF VIOLATION**

On 10/10/2015, Staff Member A removed Resident # 1 from another resident's bedroom against the resident's will by grabbing the resident's arm and pulling the resident out of the room.

**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.*

Elm Terrace Gardens has an extensive training program to educate our staff members on Resident Rights including how to treat a resident with dignity and respect. We also educate our staff on how to redirect, reassure and re-approach residents with cognitive function impairments.

The above incident was reported on 10/14/15 by the resident who witnessed Resident #1 and Staff member A's encounter in [redacted] room. The Department of Human Services was notified, the local Area on Aging and Adult Services was notified, staff members that worked the weekend were asked to give a written statement. Staff member A was suspended on 10/14/15 pending the conclusion of the investigation.

It was determined through the investigation that the staff member who removed Resident #1 from another resident's bedroom was educated on the above items and did not follow proper procedure. It was also determined that staff member A's interaction with Resident #1 was not appropriate and did not put the resident's best interest and safety as a priority. Staff member A was terminated from Elm Terrace Gardens on 10/20/15.

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

Printed Name and Title of Legal Entity Representative  
 (Required on EVERY Page) *Timothy J. Murphy* Date *2/10/2018*

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

The above plan of correction is approved as of *2/18/18*  
 (Date)

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

Plan of correction implementation status as of *2/18/18*  
 (Date)

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