



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: January 12, 2016

Ms. Becky Hissong, Executive Director
Heritage Hills Retirement Community, Inc.
4138 Fletcher Drive
Greencastle, Pennsylvania 17225

RE: Heritage Hills Retirement Community
2256 Shanks Church Road
Greencastle, Pennsylvania 17225
Certificate #: 301690

Dear Ms. Hissong:

As a result of the Department of Human Services' licensing inspection on November 6, 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 cursive script that reads "Gloria Emick".

Gloria Emick
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

Violation Report: 30169 - 11/06/2015 - Hoover, Douglas
 PCH Name: HERITAGE HILLS RETIREMENT COMMUNITY

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 10/4/15, an allegation of abuse against Resident #2 by Resident #1 was reported to the home. The allegation was not immediately reported to the local area agency on aging (AAA) by telephone. Written notice to the AAA was not provided within 48 hours of the incident.

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.

REGULATION 55 Pa. code 2600.15(a)

Effective immediately all allegations of Abuse will be immediately reported to the local area agency on aging (AAA) by the Administrator of Heritage Hills. The Regulatory Compliance Guide's Suspected Resident Abuse Reporting and Investigation Requirements flow chart will be utilized to ensure it is reported properly.

On 11/06/15 a reminder was put into our Daily Staff Memo to report to the Administrator immediately when abuse is suspected, witnessed by, or reported to a caregiver. This ensures the Administrator can respond immediately.

Abuse training is provided annually to staff each February, and reviewed by this Administrator. In 2016 we have made arrangements with our local AAA Protective Services Supervisor to come to Heritage Hills to speak to the staff on February 15th, about Abuse and Abuse reporting. On October 15th 2015, our local AAA Ombudsman, [REDACTED] spoke at our monthly staff meeting on Residents Rights, including their Rights protecting them from abuse. On November 9th, 2015, we had a Resident Meeting at which we reviewed what Abuse is, and how it should be reported.

These steps help to ensure all reports are made within the designated time frame.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Tina L Williams LPN*

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) *Tina L Williams LPN Administrator* Date *12-15-2015*

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

The above plan of correction is approved as of 1-12-16
 (Date)

The above plan of correction was approved by EE
 (Initials)

Plan of correction implementation status as of 1-12-16
 (Date)

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

Violation Report: 30169 - 11/06/2015 - Hoover, Douglas
 PCH Name: HERITAGE HILLS RETIREMENT COMMUNITY

1. REGULATION 55 Pa.Code §2600

2600.16(c) - The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in section 2600.15 (relating to abuse reporting covered by law).

2a. DESCRIPTION OF VIOLATION

On 10/4/15, an allegation of abuse against Resident #2 by Resident #1 was reported to the home. The home did not submit an incident report to the Department until 10/15/15.

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.

REGULATION 55 Pa. Code 2600.16(c)

Effective immediately all allegations of Abuse will be immediately reported to the Central Regional Office by the Administrator of Heritage Hills. The Regulatory Compliance Guide's Suspected Resident Abuse Reporting and Investigation Requirements flow chart will be utilized to ensure it is reported properly.

On 11/06/15 a reminder was put into our Daily Staff Memo to report to the Administrator immediately when abuse is suspected, witnessed by, or reported to a caregiver. This ensures the Administrator can respond immediately.

Abuse training is provided annually to staff each February, and reviewed by this Administrator. In 2016 we have made arrangements with our local AAA Protective Services Supervisor to come to Heritage Hills to speak to the staff on February 15th, about Abuse and Abuse reporting. On October 15-2015, our local AAA Ombudsman, [REDACTED] spoke at our monthly staff meeting on Residents Rights, including their Rights protecting them from abuse. On November 9th, 2015, we had a Resident Meeting at which we reviewed what Abuse is, and how it should be reported.

These steps help to ensure all reports are made within the designated time frame.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Tina L Williams LPN*

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) *Tina L Williams LPN Administrator* Date *12-15-15*

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The above plan of correction is approved as of 1-12-15
 (Date)

The above plan of correction was approved by BE
 (Initials)

Plan of correction implementation status as of 1-12-15
 (Date)

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

Violation Report: 30169 - 11/06/2015 - Hoover, Douglas
 PCH Name: HERITAGE HILLS RETIREMENT COMMUNITY

1. REGULATION 55 Pa.Code §2600

2600.25(b) - The contract shall be signed by the administrator or a designee, the resident and the payer, if different from the resident, and cosigned by the resident's designated person if any, if the resident agrees.

2a. DESCRIPTION OF VIOLATION

The contract for Resident #1, admitted 6/1/15, was not signed by the payer.

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.

REGULATION 55 Pa. Code 2600.25(b)

Effective immediately the Administrator at Heritage Hills will give completed new contracts to Office Manager for review. Office Manager will review the completed contract to be sure all necessary areas are completed and will sign on a sign off sheet that the contract has been reviewed. The Office Manager was trained on Contract Completion on 12/14/2015. This form will then be stored in the Residents Binder with their contract. This additional review will prevent areas of the contract from being missed when the contract is completed.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative
 (Required on EVERY Page)

Tina L Williams LPN

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page)

Tina L. Williams LPN Administrator

Date *12-15-2015*

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 (Initials)

Plan of correction implementation status as of 1-12-16
 (Date)

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Violation Report: 30169 - 11/06/2015 - Hoover, Douglas
 PCH Name: HERITAGE HILLS RETIREMENT COMMUNITY

1. REGULATION 55 Pa.Code §2800

2600.25(c)(1) - The contract shall specify that each resident shall retain, at a minimum, the current personal needs allowance as the resident's own funds for personal expenditure.

2a. DESCRIPTION OF VIOLATION

The contract for Resident #1, admitted on 6/1/15, lists the personal needs allowance as \$60.00. The current personal needs allowance is \$85.00.

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.

REGULATION 55 Pa. Code 2600.25(c)(1)

Effective 11/06/2015, all current contracts were reviewed by the Administrator, to ensure the correct personal needs allowance was listed on the contracts. Old unused copies of the contract with the allowance stated as \$60, were destroyed by the Office Manager on 11/06/15 to ensure that they would not inadvertently be used instead of the correct copies that show \$85 as the personal needs allowance.

This ensures all contracts contain correct information.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Tina L Williams LPN*

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) *Tina L Williams LPN Administrator* Date *12-15-2015*

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The above plan of correction was approved by LC
 (Initials)

Plan of correction implementation status as of 1-12-16
 (Date)

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

Violation Report: 30169 - 11/08/2015 - Hoover, Douglas
 PCH Name: HERITAGE HILLS RETIREMENT COMMUNITY

1. REGULATION 55 Pa.Code §2600
 2600.25(c)(4) - The contract shall specify the party responsible for payment.

2a. DESCRIPTION OF VIOLATION
 The contract for Resident #1 does not specify the party responsible for payment.

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.

REGULATION 55 Pa. Code 2600.25(c)(4)

Effective immediately the Administrator at Heritage Hills will give completed new contracts to Office Manager for review. Office Manager will review the completed contract to be sure all necessary areas are completed and will sign on a sign off sheet that the contract has been reviewed. The Office Manager was trained on Contract Completion on 12/14/2015. This form will then be stored in the Residents Binder with their contract.

This additional review will prevent areas of the contract from being missed when the contract is completed.

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Tina L. Williams LPN Administrator Date 12-15-2015

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The above plan of correction is approved as of 1-12-16
 (Date)

The above plan of correction was approved by SL
 (Initials)

Plan of correction implementation status as of 1-12-16
 (Date)

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

Violation Report: 30169 - 11/06/2015 - Hoover, Douglas
 PCH Name: HERITAGE HILLS RETIREMENT COMMUNITY

1. REGULATION 55 Pa.Code §2600

2600.42(b) - A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

2a. DESCRIPTION OF VIOLATION

On 10/4/15, Resident #1 touched Resident #2's chest, without consent, and made inappropriate comments to him/her. Resident #2 reported the incident to the staff of the home.

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.

REGULATION 55 Pa. 2600.42(b)

Effective immediately: Heritage Hills will have an annual Residents Meeting in November on the topic of Abuse and Abuse Reporting. The first Resident Meeting with this topic was held on November 9, 2015. Residents were given the opportunity to verbalize any concerns and ask questions. Meeting information was presented to the residents by the Administrator of Heritage Hills. Information included, but was not limited to, the types of abuse and abuse reporting. This allows Residents to have a better understanding of Abuse and how to report it.

Ongoing, residents will not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way. -SE

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Tina L. Williams LPN*

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) *Tina L. Williams LPN Administrator* Date *12-15-2015*

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The above plan of correction is approved as of 1-17-16
 (Date)

Plan of correction implementation status as of 1-17-16
 (Date)

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

The above plan of correction was approved of SE
 (Initials)

Violation Report: 30169 - 11/06/2015 - Hoover, Douglas
PCH Name: HERITAGE HILLS RETIREMENT COMMUNITY

1. REGULATION 55 Pa.Code §2600

2600.224(a) - A determination shall be made within 30 days prior to admission and documented on the Department's preadmission screening form that the needs of the resident can be met by the services provided by the home.

2a. DESCRIPTION OF VIOLATION

The pre-admission screening form for Resident #1, admitted on [redacted] 15, was not dated.

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.

REGULATION 55 Pa. 2600.224(a)

Effective immediately this Administrator will review the Pre-Admission Screening form prior to putting it into the Resident Binder to be sure all necessary areas have been completed. Additionally, when the initial RASP is written, this Administrator will review the Pre-Admission form to check again that all areas were completed.

This additional review will prevent items from being missed.

Repeat Violation: Yes Date(s) of Previous Violation(s): 03/18/2015

Signature of Legal Entity Representative
(Required on EVERY Page) *Tina L Williams LPN*

Printed Name and Title of Legal Entity Representative
(Required on EVERY Page) *Tina L. Williams LPN Administrator* Date *12-15-2015*

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(Initials)

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