



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: APR 11 2016

Mr. David Barnes, Authorized Agent
Watermark Operator, LLC
2020 Rudasil Road
Tucson, Arizona 85704

RE: Rose Tree Place
500 Sandy Bank Road
Media, Pennsylvania 19063
License #: 132810

Dear Mr. Barnes:

As a result of the Department of Human Services' licensing inspection on December 21, 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,



Patricia Adams
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

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

PCH Name: ROSE TREE PLACE		License Number: 13281
Address: 500 SANDY BANK ROAD, MEDIA, PA 19063		County: Delaware
Administrator: CINDY EVANS		Region: SOUTHEAST
Legal Entity Name: WATERMARK OPERATOR LLC		
Legal Entity Address: 2020 WEST RUDASILL ROAD, TUCSON, AZ 85704		
Certificate(s) of Occupancy		
Staffing Hours		
Resident Support:	Total Daily Staff: 220	Waking Staff: 165
Type of Inspection: Partial	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s) Incident		
On-Site Inspections Dates and Department Representatives On-Site 12/21/2015: Braswell, Natasha; Colon, Lissette		
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: 149 Number of Residents Served: 132 Secured Dementia Care Unit in Home: Yes Area: Secured Dementia Unit Capacity, if Applicable: 26 Number of Residents Served in Secured Dementia Care Unit, if applicable: 26 Number of Current Hospice Residents: 8 Number of Hospice Residents in past year: 28		Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 131 Have Mental Illness: 3 Have an Intellectual Disability: 0 Have a Mobility Need: 88 Have a Physical Disability: 3

Violation Report: 13281 - 12/21/2015 - Braswell, Natasha
 PCH Name: ROSE TREE PLACE

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**
 The home did not report the allegation of financial abuse to the local area agency on aging.

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.

See Attached Plan of Correction

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Cindy Evans / Executive Director</i>	Date <i>3/21/2016</i>
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DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of 4/5/16
 (Date)

Plan of correction implementation status as of 4/5/16
 (Date)

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

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

Violation: 2600.15(a)

What was the root cause of the violation? On November 3, 2015 the Executive Director at Rose Tree Place conducted an audit of the safe in the Business Office and discovered Rose Tree's petty cash and resident funds missing.

What was done to immediately correct the violation? Staff member was immediately suspended pending an internal investigation. Local police were contacted and a police report was filed. Residents whose funds were involved were immediately notified along with Power Of Attorney/responsible party. Reimbursement of resident's funds was initiated, (Attachment 1). After completing an internal investigation staff member was terminated. Upon receipt of violation, the home reported the abuse to the local area agency on aging.

What will be done to ensure the violation does not reoccur? Resident Property Policy implemented November 2015. Resident Handbook to be updated with Resident Property Policy by 04/01/2016. Revised Resident Handbook will be distributed to current residents and all new move-ins will receive a copy of the Resident Handbook at time of move in. Staff has been in-serviced on new Resident Property Policy and on suspected resident abuse. Staff has been in-serviced on the timeliness of reporting suspected abuse to the local area agency on aging. (Attachment 2)

Policy Statement: It is the policy of Rose Tree Place, will not store or safe keep any valuables or money for any Resident at any time. We strongly recommend you keep valuables secured.

Procedure: No Resident money or property will be kept by any associate or Department at Rose Tree Place. If a Resident makes a request for an Associate to keep any property, the Power of Attorney and/or Responsible Party will be contacted.

Who will be responsible for monitoring compliance?

Executive Director / Business Office Manager / Marketing Director

Cliff Egan
Executive Director
3/30/16

Violation Report: 13281 - 12/21/2015 - Braswell, Natasha

PCH Name: ROSE TREE PLACE

1. REGULATION 55 Pa.Code §2600

2600.20(b)(6) - If a home is holding more than \$200 for a resident for more than two consecutive months, the administrator shall notify the resident and offer assistance in establishing an interest-bearing account in the resident's name at a local Federally-insured financial institution. This does not include security deposits.

2a. DESCRIPTION OF VIOLATION

The home held money for resident #1, from 5/1/15, during which time the balance of those funds did not fall below \$2,000.00. There is no documentation the home notified the resident that the funds are in excess of \$200.00 or offered the resident assistance in establishing an interest-bearing account.

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.

See Attached Plan of Correction

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

Printed Name and Title of Legal Entity Representative
(Required on EVERY Page) *Candy Evans / Executive Director* Date *3/21/2016*

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The above plan of correction was approved by <i>[Signature]</i> (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 2600.20(b)(6)

What was the root cause of the violation? *On November 3, 2015 the Executive Director at Rose Tree Place conducted an audit of the safe in the Business Office and discovered Rose Tree's petty cash and resident funds missing.*

What was done to immediately correct the violation? *New policy was implemented on the Storage of Resident Property. Staff has been in-serviced on the Storage of Personal Property policy. Resident's funds were refunded in full. Residents have been informed of the new policy during Resident Council and a copy of the policy was distributed to residents/responsible party/POA.*

What will be done to ensure the violation does not reoccur? *Resident Personal Property Policy implemented November 2015. Resident handbook to be revised to include policy on Storage of Resident Property by 04/01/2016. Current Residents will receive a copy of the revised handbook and all new move-ins will receive a copy of the revised Resident handbook at time of move-in. Staff has been in-serviced on new policy and on suspected/timely reporting of resident abuse. (Attachment 2)*

Policy Statement: *It is the policy of Rose Tree Place, will not store or safe keep any valuables or money for any Resident at any time. We strongly recommend you keep valuables secured.*

Procedure: *No Resident money or property will be kept by any associate or Department at Rose Tree Place. If a Resident makes a request for an Associate to keep any property, the Power of Attorney and/or Responsible Party will be contacted.*

Who will be responsible for monitoring compliance?

Executive Director / Business Office Manager / Marketing Director

*Carly Swan
Executive Director
3/30/2016*

Violation Report: 13281 - 12/21/2015 - Braswell, Natasha
 PCH Name: ROSE TREE PLACE

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 11/03/15, the home discovered Staff person A, business office manager, appropriated \$5,535.95 from the home's safe. The missing amount included the following resident funds and petty cash:

- Resident # 1, \$4,260.00
- Resident # 2, \$200.00
- Resident # 3, \$220.00
- Resident # 4, \$100.00

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.

See Attached Plan of Correction

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

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) *Cindy Evans / Executive Director* Date *3/21/2016*

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Violation 2600.42(b)

What was the root cause of the violation? On November 3, 2015 the Executive Director at Rose Tree Place conducted an audit of the safe in the Business Office and discovered Rose Tree's petty cash and resident funds missing.

What was done to immediately correct the violation? Staff member was immediately suspended pending an internal investigation. After completing an internal investigation staff member was terminated. Local police were contacted and a police report was filed. Residents whose funds were involved and or Power Of Attorney/Responsible Party were immediately notified. Reimbursement of resident's funds was initiated and refunded in full. Type of refund was based on resident/responsible party/POA preference. Developed and implemented a policy relating to the Storage of Resident Personnel Property stating Rose Tree Place will not hold residents personal property. (Attachment 1). Also reviewed at time of move-in contained in the Resident Agreement section E.1. of the Rose Tree contract that states "You may obtain, at your own expense, casualty insurance to cover potential damage to or loss of personal property." (Attachment 3)

What will be done to ensure the violation does not reoccur? Storage of Resident Personnel Property Policy implemented November 2015

Staff has been in-serviced on Storage of Resident Personal Property policy and on suspected/timely reporting of resident abuse. (Attachment 2) Residents were informed during Resident Counsel of the Resident Property Policy and it was suggested that they limit the amount of valuables kept in their apartments. Resident handbook to be revised with new policy by 04/01/2016. Current Residents will receive a copy of the revised Resident handbook and all new move-ins will receive a copy of the revised Resident handbook at time of move-in. Also reviewed at time of move-in Section E.1. of the Rose Tree Residency Agreement that states "You may obtain, at your own expense, casualty insurance to cover potential damage to or loss of personal property."

Policy Statement: It is the policy of Rose Tree Place, will not store or safe keep any valuables or money for any Resident at any time. We strongly recommend you keep valuables secured.

Procedure: No Resident money or property will be kept by any associate or Department at Rose Tree Place. If a Resident makes a request for an Associate to keep any property, the Power of Attorney and/or Responsible Party will be contacted.

Who will be responsible for monitoring compliance?

Executive Director / Business Office Manager / Marketing Director

Quincy Evans
Executive Director
3/30/2016