



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFICATE OF COMPLIANCE

This certificate is hereby granted to **GREYSTONE COUNTRY ESTATES INC**
LEGAL ENTITY

To operate **GREYSTONE COUNTRY ESTATES**
NAME OF FACILITY OR AGENCY

Located at **424 DELAWARE ROAD, FREDONIA, PA 16124**
(COMPLETE ADDRESS OF FACILITY OR AGENCY)

ADDRESS OF SATELLITE SITE ADDRESS OF SATELLITE SITE

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To provide **Personal Care Homes**
TYPE OF SERVICE(S) TO BE PROVIDED

The total number of persons which may be cared for at one time may not exceed **45**
(MAXIMUM CAPACITY)
or the maximum capacity permitted by the Certificate of Occupancy, whichever is smaller.

Restrictions: _____

This certificate is granted in accordance with the Public Welfare Code of 1967, P.L. 31, as amended, and Regulations

55 Pa.Code Chapter 2600: Personal Care Homes
(MANUAL NUMBER AND TITLE OF REGULATIONS)

and shall remain in effect from **May 4, 2016** until **May 4, 2017**,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: **470980**

Robert E. Robinson
ISSUING OFFICER

Jay Baulk
DEPUTY SECRETARY

NOTE: This certificate is issued for the above site(s) only and is not transferable and should be posted in a conspicuous place in the facility.



pennsylvania
DEPARTMENT OF HUMAN SERVICES

MAY 04 2016

Ms. Monica Shoup, Administrator
Greystone Country Estates, Inc.
424 Delaware Road
Fredonia, Pennsylvania 16124

RE: Greystone Country Estates
License #: 470980

Dear Ms. Shoup:

As a result of the Department of Human Services' licensing inspections on February 3, 2016 and April 5, 2016 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.

A regular license is being issued based on the enclosed License Inspection Summary. Your license is enclosed.

Sincerely,

A handwritten signature in black ink that reads "Jay Bausch".

Jay Bausch
Deputy Secretary

Enclosures
License
License Inspection Summary

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

PCH Name: GREYSTONE COUNTRY ESTATES		License Number: 47098
Address: 424 DELAWARE ROAD, FREDONIA, PA 16124		County: Mercer
Administrator: Monica Shoup		Region: WEST
Legal Entity Name: GREYSTONE COUNTRY ESTATES INC		RECEIVED
Legal Entity Address: 424 DELAWARE ROAD, FREDONIA, PA 16124		
Certificate(s) of Occupancy C-2 LP 10/17/1997 Dept Labor and Industry		MAR 11 2016 WEST REGION FIELD OFFICE Human Services Licensing
Staffing Hours		
Resident Support: 0	Total Dally Staff: 42	Waking Staff: 32
Type of Inspection: Full	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s) Renewal, Provisional		
On-Site Inspections Dates and Department Representatives On-Site 02/03/2016: Barry, Courtney; Hultquist, Cliff		
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: 45	Number of Residents who:	
Number of Residents Served: 41	Receive Supplemental Security Income: 6	
Secured Dementia Care Unit In Home: No	Are 60 Years of Age or Older: 41	
Area:	Have Mental Illness: 2	
Secured Dementia Unit Capacity, if Applicable:	Have an Intellectual Disability: 4	
Number of Residents Served in Secured Dementia Care Unit, if applicable:	Have a Mobility Need: 1	
Number of Current Hospice Residents: 1	Have a Physical Disability: 0	
Number of Hospice Residents in past year: 1		

MAR 11 2016

Violation Report: 47098 - 02/03/2016 - Barry, Courtney		WEST REGION FIELD OFFICE	
PCH Name: GREYSTONE COUNTRY ESTATES		Human Services Licensing	
<p>1. REGULATION 55 Pa.Code §2600 2600.91 - Telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control, local emergency management and personal care home complaint hotline shall be posted on or by each telephone with an outside line.</p>			
<p>2a. DESCRIPTION OF VIOLATION No emergency telephone numbers were posted nearby resident #1's telephone.</p>			
<p>3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.) <i>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.</i></p> <p style="text-align: center; font-size: 24px; font-family: cursive;">See Page 2A of 5</p>			
Repeat Violation: No	Date(s) of Previous Violation(s):		
Signature of Legal Entity Representative (Required on EVERY Page) <i>Monica Shaw</i>			
Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Monica Shaw</i>			Date <i>3/10/16</i>
DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!			
The above plan of correction is approved as of <u>4/11/16</u> (Date)		Plan of correction implementation status as of <u>4/11/16</u> (Date)	
The above plan of correction was approved by <u>[Signature]</u> (Initials)		<input type="checkbox"/> Fully Implemented <input checked="" type="checkbox"/> Partially Implemented - Adequate Progress <i>[Signature]</i> <input type="checkbox"/> Partially Implemented - Inadequate Progress <input type="checkbox"/> Not Implemented	

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WEST REGION FIELD OFFICE
Human Services Licensing

March 10, 2016

Regulation 55 Pa. Code 2600

2600.91

Enclosed is a picture of both phones of resident #1 – It is Greystone’s procedure that upon admission it is the secretary’s responsibility to make sure all emergency phone numbers are posted on or by each telephone with an outside line. This procedure will continue.

... the staff person will be responsible on the equipment and directed to ensure phone numbers posted as part of their regular duties.

Thank you,
Monica Shoup
Monica Shoup, Administrator

Immediately a designated staff person will monitor phones at least monthly to ensure emergency numbers remain posted.

J
3/15/16

[Signature]
3/15/16

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MAR 21 2016

Violation Report: 47098 - 02/03/2016 - Barry, Courtney
PCH Name: GREYSTONE COUNTRY ESTATES WEST REGION FIELD OFFICE
Human Services Licensing

1. REGULATION 55 Pa.Code §2600
2600.101(j)(7) - Each resident shall have the following in the bedroom: An operable lamp or other source of lighting that can be turned on at bedside.

2a. DESCRIPTION OF VIOLATION
Resident #2 did not have an operable source of lighting than can be turned on/off from bedside. The light bulb was burned out.

Resident #3 did not have a source of lighting than can be turned on/off from bedside. The resident's lamp was approximately 5 feet away from the residents' bed.

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 Page 3A of 5

Repeat Violation: No	Date(s) of Previous Violation(s):		
Signature of Legal Entity Representative (Required on EVERY Page) <i>Monica Shoup</i>			
Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Monica Shoup</i>			Date <i>3/10/16</i>

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RECEIVED

March 10, 2016

MAR 11 2016

WEST REGION FIELD OFFICE
Human Services Licensing

Regulation 55 Pa. Code 2600

2600. 101 (j)(7)

The night light bulb of resident #2 was immediately changed when Inspector brought it the attention of the administrator.

Enclosed is a copy of a room audit that will be completed monthly by the administrator on an ongoing basis.

It is Greystone procedure that employees are to replace night light bulbs or if broken to replace the entire unit when they notice it is no longer working and inform General Manager [REDACTED] so that she may immediately purchase more night lights as needed. Employees were reminded of above policy.

Enclosed is a picture of the nightstand of resident #3 – This resident is bed ridden and is incapable of being able to turn [REDACTED] light on and off. All other residents, in accordance with code 2600. 101 (j)(7), have access to lighting that can be turned on/off from their bedside.

Thank you,

Monica Shoup

Monica Shoup, Administrator

4/1/16

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Violation Report: 47098 - 02/03/2016 - Barry, Courtney
PCH Name: GREYSTONE COUNTRY ESTATES WEST REGION FIELD OFFICE
Human Services Licensing

1. REGULATION 55 Pa.Code §2600
2600.103(f) - Food requiring refrigeration shall be stored at or below 40°F. Frozen food shall be kept at or below 0°F. Thermometers are required in refrigerators and freezers.

2a. DESCRIPTION OF VIOLATION
At approximately 10:10 a.m., the temperature measured 20 degrees Fahrenheit in the Gibson chest freezer near the kitchen exit.

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.

Maintenance person checking all refrigerator and freezers daily, keeping documentation

4/11/16

See Page 4A of 5

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

Signature of Legal Entity Representative (Required on EVERY Page) Monica Sharp

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Monica Sharp Date 3/10/16

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The above plan of correction is approved as of 3/11/16 (Date)

Plan of correction implementation status as of 4/11/16 (Date)

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

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

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MAR 11 2016

WEST REGION FIELD OFFICE
Human Services Licensing

March 10, 2016

Regulation 55 Pa. Code 2600

2600. 103(f)

When the improper temperature of the existing freezer unit was brought to the attention of owner, [REDACTED] he ordered a new freezer that day to replace the existing old unit.

Enclosed is a copy of the receipt for the above mentioned purchase.

Thank you,

Monica Shoup

Monica Shoup, Administrator

03/11/16

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MAR 11 2016

Violation Report: 47098 - 02/03/2016 - Barry, Courtney
PCH Name: GREYSTONE COUNTRY ESTATES

WEST REGION FIELD OFFICE
Human Services Licensing

1. REGULATION 55 Pa.Code §2600
2600.132(g) - Fire drills shall be held on different days of the week, at different times of the day and night, not routinely held when additional staff persons are present and not routinely held at times when resident attendance is low.

2a. DESCRIPTION OF VIOLATION
Only one staff person works on Tuesday, Thursday, and Friday from 10:30 p.m. – 4:30 a.m. and Monday, Wednesday, Saturday, and Sunday from 10:30 p.m. – 3:00 a.m.. However, the home routinely conducts sleeping hour fire drills near morning shift change when additional staff are present as follows:
* 6/25/15 at 6:00 a.m. with 3 staff persons participating.
* 12/12/15 at 6:01 a.m. with 3 staff persons participating.
In 2015, no sleeping hours fire drill were conducted with the minimum amount of staff.

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.

Fire drills were conducted on 2/24/16 at 9:21 a.m.,
3/25/16 at 4:05 p.m., 4/8/16 at 11:32 p.m., and on
4/12/16 at 7:14 p.m., with minimum staff persons
participating in each drill. 4/27/16

See Page 5A of 5

Repeat Violation: Yes Date(s) of Previous Violation(s): 02/25/2014

Signature of Legal Entity Representative
(Required on EVERY Page) *Monica Shoop*

Printed Name and Title of Legal Entity Representative
(Required on EVERY Page) *Monica Shoop* Date *3/10/16*

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The above plan of correction is approved as of 4/27/16
(Date)

Plan of correction implementation status as of 4/27/16
(Date)

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

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

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March 10, 2016

Regulation 55 Pa. Code 2600

2600. 132(g)

Fire drills will be held during sleeping hours with minimum staff participation in accordance with code 2600. 132(g). Record of fire drill will be faxed to DHS office upon completion of each minimum staff fire drill. Also, I conduct each fire drill and I will be present during all fire drills. All other monthly fire drills will continue to be in accordance with code.

Thank you,

Monica Shoup

Monica Shoup, Administrator

2/1/16

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MAR 10 2016

WEST REGION FIRE OFFICE
Human Services Licensing