



pennsylvania

DEPARTMENT OF HUMAN SERVICES

Sent via email to: [REDACTED]

MAILING DATE: May 5, 2016

Ms. Michelle Hamilton, Chief of Senior Living Operations
Country Meadows of Northampton Associates LP
830 Cherry Drive
Hershey, Pennsylvania 17033

RE: Meadows Living Center at Country Meadows of Bethlehem
4005 Green Pond Road
Bethlehem, Pennsylvania 18020
License: #237880

Dear Ms. Hamilton:

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

Sincerely,

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

Michele Moskalczyk
Regional Licensing Administrator

Enclosure
Licensing Inspection Summary

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

| | | |
|---|--|------------------------------|
| PCH Name: MEADOWS LIVING CENTER AT COUNTRY MEADOWS OF BETHLEHEM | | License Number: 23788 |
| Address: 4005 GREEN POND ROAD, BETHLEHEM, PA 18020 | | County: Northampton |
| Administrator: JELISA R. KENNEY | | Region: NORTHEAST |
| Legal Entity Name: COUNTRY MEADOWS OF NORTHAMPTON ASSOCIATES LP | | |
| Legal Entity Address: 830 CHERRY DRIVE, HERSHEY, PA 17033 | | |
| Certificate(s) of Occupancy | | |
| C-2 LP 07/29/2002 PA L&I | Other 07/06/2002 Brough of Bethlehem | |
| Staffing Hours | | |
| Resident Support: 0 | Total Daily Staff: 68 | Waking Staff: 51 |
| Type of Inspection: Partial | BHA Docket Number: | Notice: Unannounced |
| Reason(s) for Inspection(s) | | |
| Incident | | |
| On-Site Inspections Dates and Department Representatives On-Site | | |
| 03/08/2016: OHaire, Anne; Hummel, Jesse | | |
| 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: 64 Number of Residents Served: 62 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: 2 Number of Hospice Residents in past year: 2 | Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 82 Have Mental Illness: 0 Have an Intellectual Disability: 0 Have a Mobility Need: 6 Have a Physical Disability: 6 | |

Violation Report: 23788 - 03/08/2016 - O'Haire, Anne
 PCH Name: MEADOWS LIVING CENTER AT COUNTRY MEADOWS OF BETHLEHEM

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

2a. DESCRIPTION OF VIOLATION
 Direct care staff persons "A" and "B" placed photos of residents along with derogatory captions on a social media network, Snapshot on 03-17-2016. It was also determined that this behavior had been ongoing, not a onetime isolated incident. Residents #1 and #2 were identified on the social network through a name tag on his/her wheelchair and pajama patterns. Resident faces were not shown but the intent of this behavior was to mock residents. The staff did not treat resident's #1 and #2 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.

On 2/17/16 the investigation conducted by the Connections Manager into the report of staff person "A" and staff person "B" posting pictures and video inappropriately on social media were founded. Management immediately started an investigation, which included the suspension of the employees alleged to be involved. Further investigation revealed that the employees violated Country Meadows policy and procedure of the Electronic Resources Policy and Resident Rights. The Connections Manager immediately notified the Department of Human Services, the Local Northampton Area Agency on Aging, local law enforcement, and families of the residents involved. The families were apologized to telephonically and again in person. The families were agreeable to the actions taken to protect their loved ones. On 4/18/16, the Connections Manager held a mandatory staff meeting with all co-workers and reviewed Resident Rights, and the Electronic Resource Policy (see exhibit A). The Connection Manager will be responsible for facilitating future trainings on Resident Rights and the Electronic Resource policy bi-annually to ensure continued compliance for all co-workers. The Administrator will monitor for ongoing compliance.

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

Signature of Legal Entity Representative
 (Required on EVERY Page)

| | |
|--|------------------|
| Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Michelle Hamilton Chief of Senior Living Operations | Date May 2, 2016 |
|--|------------------|

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|--|---|
| The above plan of correction is approved as of <u>5/4/16</u> (Date) | Plan of correction implementation status as of <u>5/4/16</u> (Date) |
| The above plan of correction was approved by <u>m</u> (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: 23788 - 03/08/2016 - OHaire, Anne
PCH Name: MEADOWS LIVING CENTER AT COUNTRY MEADOWS OF BETHLEHEM

1. REGULATION 55 Pa.Code §2600
 2600.42(s) - A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures.

2a. DESCRIPTION OF VIOLATION
 Residents #1 and #2 did not have their privacy maintained as staff persons "A" and "B" took photos, wrote captions and placed them on a social network.

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.

On 2/17/16 it was reported that photos and videos of two residents were taken and posted on social media by staff persons "A" and "B" without the residents' knowledge. As a result, staff person "A" and "B" were suspended, and then terminated following the investigation. All staff was re-educated by the Connections Manager on Residents Rights, The Electronic Resource Policy and Procedure of Personal Cell Phones during Scheduled Work Hours (see exhibit A). All staff is responsible and aware that they are to immediately report any Resident Rights concerns. Country Meadows will continue to monitor its current practice of providing personal care services to ensure care is provided in a manner that promotes and protects each of its resident's rights. The Administrator will monitor for ongoing compliance.

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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) 

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