



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

**CERTIFIED MAIL – RETURN RECEIPT REQUESTED**  
**MAILING DATE: June 3, 2016**

Mr. Martin D. Allen, Director  
Arden Courts of Jefferson Hills PA, LLC  
333 North Summit Street  
Toledo, Ohio 43604

RE: Arden Courts of Jefferson Hills  
380 Wray Large Road  
Jefferson Hills, Pennsylvania 15025  
Certificate/License #435510

Dear Mr. Allen:

As a result of the Department of Human Services' licensing inspection on March 25, 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 cursive script that reads "Susie Pollock".

Susie Pollock  
Human Services Licensing Supervisor

Enclosure  
Licensing Inspection Summary

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

PCH Name: ARDEN COURTS OF JEFFERSON HILLS		License Number: 43551
Address: 380 WRAY LARGE ROAD, JEFFERSON HILLS, PA 15025		County: Allegheny
Administrator: Kristin Kahler		Region: WEST
Legal Entity Name: ARDEN COURTS OF JEFFERSON HILLS PA LLC		
Legal Entity Address: 333 NORTH SUMMIT STREET, TOLEDO, OH 43604		
Certificate(s) of Occupancy C-2 LP 07/02/1999 L & I		<b>RECEIVED</b>  JUN 01 2016  WEST REGION FIELD OFFICE Human Services Licensing
<b>Staffing Hours</b>		
Resident Support: 0	Total Daily Staff: 104	Waking Staff: 78
Type of Inspection: Partial	BHA Docket Number:	Notice: Unannounced
Reason(s) for inspection(s) Incident		
On-Site Inspections Dates and Department Representatives On-Site 03/25/2016: Cutter, Jan		
Off-Site Inspection Dates and Inspectors, if Applicable		
Other Details		
Partial or Full Triggers:		Random Indicators:
<b>Resident Demographic Data as of Inspection Dates</b>		
Licensed Capacity: 60	Number of Residents who:	
Number of Residents Served: 52	Receive Supplemental Security Income: 0	
Secured Dementia Care Unit in Home: Yes	Are 60 Years of Age or Older: 50	
Area: Entire facility	Have Mental Illness: 0	
Secured Dementia Unit Capacity, if Applicable: 60	Have an Intellectual Disability: 0	
Number of Residents Served in Secured Dementia Care Unit, if applicable: 52	Have a Mobility Need: 52	
Number of Current Hospice Residents: 19	Have a Physical Disability: 0	
Number of Hospice Residents in past year: 75		

Violation Report: 43551 - 03/25/2016 - Cutter, Jan  
PCH Name: ARDEN COURTS OF JEFFERSON HILLS

WEST VIRGINIA FIELD OFFICE  
Human Services Licensing

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 3/15/16, at approximately 7:30 p.m. direct care staff persons A and B were providing p.m. ADL care to resident #1. As direct care staff persons A and B were changing the residents clothing, the resident became resistant to care. As direct care staff person A was pulling on resident #1's shirt, the resident grabbed onto the wheel chair, said "stop" and began to cry. Direct care staff person A responded by yelling, "No, you stop and let me do this. I'm not in the mood for this tonight." Direct care staff person B, intervened and suggested that direct care staff person A leave the room; however, he/she stayed in the room and completed the p.m. care.

On 3/18/16, during the 3:00 p.m. - 11:00 p.m. shift, direct care staff person B reported the resident abuse allegation to staff person C, the home's nursing supervisor. The home did not report the allegation of abuse to the local Area Agency on Aging until 3/19/16 at 3:20 p.m.

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 pages.*

\* Please see page 2<sup>A</sup> of 4 for Plan of Correction *sup 6/2/16*

Repeat Violation: Yes      Date(s) of Previous Violation(s): 06/09/2015 *et al*

Signature of Legal Entity Representative (Required on EVERY Page) *Kristin Kahler*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Kristin Kahler, Executive Director* Date *5-31-16*

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

The above plan of correction is approved as of 6-2-16 (Date)

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

Plan of correction implementation status as of 6-2-16 (Date)

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

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JUN 01 2016

WEST REGION FIELD OFFICE  
Human Services Licensing

15 (a)

Staff person A was suspended on [redacted] 2016 by the Executive Director due to the allegation of abuse. Staff person A is no longer employed at the community as of [redacted] 2016.

Staff person B was trained on 3/4/2016 regarding the following: Residents' Rights and Older Adults Protective Services Act, including reporting suspected abuse immediately and insurance of the resident's respect and dignity. Staff person B was trained on 5/13/2016 on the RASP including providing the resident with assistance with activities of daily living as indicated in the resident's assessment and support plan. Staff Person B is currently on a leave of absence but will be retrained on Residents' Rights and the Older Adults Protective Services Act and providing resident with assistance of activities of daily living as indicated in the resident's assessment and support plan upon return.

Attachment - Inservice documentation

A body assessment was completed on resident #1 on 3/19/16 with no injury or bruising noted. The POA and physician were notified of the allegation of abuse on 3/19/2016

Attachment - Body assessment

The Executive Director will conduct in-services on 6/2 and 6/3 for the staff regarding abuse, appropriate reporting of suspected abuse; compliance with residents' assessments and service plans, i.e. appropriate assistance with activities of daily living; and treating residents with dignity and respect.

Office on Aging will conduct an in-service (date is still to be determined) regarding regulation 15 (a) re. immediate reporting of suspected abuse of a resident served in the home in accordance with the Older Adults Protective Services Act and 6 Pa. Code sections 15.21 - 15.27 and comply with the requirements regarding restrictions on staff persons.

The in-service will, also, include regulation 42 (c) re. A resident shall be treated with dignity and respect.

Resident incidents, i.e. allegation of abuse, are discussed during the Morning Kick-Off Meeting to ensure timely reporting compliance and implementation of a plan of supervision or suspension of a staff person involved in the incident. Reporting procedures and supervision/suspension action, including discussion at the daily Morning Kick-Off Meeting, were reviewed during an in-service with coordinators by the Executive Director on 4/14/2016.

Attachment - attendance record of in-service

Regional Licensing Approval of Plan of Correction.

Susie Pollock (SRP)  
Susie Pollock 4/2/16

Kristin Kahler  
Kristin Kahler 5-31-16.  
EXECUTIVE DIRECTOR

JUN 01 2016

Violation Report: 43551 - 03/25/2016 - Cutter, Jan  
PCH Name: ARDEN COURTS OF JEFFERSON HILLS

WEST REGION FIELD OFFICE  
Human Services Licensing

1. REGULATION 55 Pa.Code §2600

2600.23(a) - A home shall provide each resident with assistance with activities of daily living as indicated in the resident's assessment and support plan.

2a. DESCRIPTION OF VIOLATION

Resident #1 assessment, dated 2/27/15, indicates the resident has a minimal problem with irritability and agitation which usually occurs when he/she is being changed. Resident #1's support plan, dated 2/27/15, indicates the plan to meet the resident's problem with irritability and agitation is to "Provide gentle redirection. Use calm approach and explain what you are doing."

On 3/15/16, at approximately 7:30 p.m. direct care staff persons A and B were providing p.m. ADL care to resident #1. As direct care staff persons A and B were changing the residents clothing, the resident became resistant to care. As direct care staff person A was pulling on resident #1's shirt, the resident grabbed onto the wheel chair, said "stop" and began to cry. Direct care staff person A responded by yelling, "No, you stop and let me do this. I'm not in the mood for this tonight." Direct care staff person B, intervened and suggested that direct care staff person A leave the room; however, he/she stayed in the room and completed the p.m. care.

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*See attached.*

\* Please see page 3<sup>A</sup> of 4 for Plan of Correction <sup>SP 4/1/16</sup>

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

Signature of Legal Entity Representative  
(Required on EVERY Page) *Kristin Kahler*

Printed Name and Title of Legal Entity Representative  
(Required on EVERY Page) *Kristin Kahler, Executive Director*      Date *5-31-2016*

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The above plan of correction is approved as of 6-2-16  
(Date)

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

Plan of correction Implementation status as of 6-2-16  
(Date)

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

RECEIVED  
JUN 01 2016  
WEST REGION HUMAN SERVICES

23 (a)

Staff person A was suspended on [redacted] 2016 by the Executive Director due to the allegation of abuse. Staff person A is no longer employed at the community as of [redacted] 2016.

Staff person B was trained on 3/4/2016 regarding the following: Residents' Rights and Older Adults Protective Services Act, including reporting suspected abuse immediately and insurance of the resident's respect and dignity. Staff person B was trained on 5/13/2016 on the RASP including providing the resident with assistance with activities of daily living as indicated in the resident's assessment and support plan. Staff Person B is currently on a leave of absence but will be retrained on Residents' Rights and the Older Adults Protective Services Act and providing resident with assistance of activities of daily living as indicated in the resident's assessment and support plan upon return.

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*Kristin Kahler*      Kristin Kahler, Executive Director  
5-31-16.

Regional Licensing Approval of Plan of Correction  
Susie Pollock (SVP)  
Susie Pollock - 6/2/14

JUN 01 2016

Violation Report: 43551 - 03/25/2016 - Cutter, Jan  
PCH Name: ARDEN COURTS OF JEFFERSON HILLS

WEST REGION FIELD OFFICE  
Human Services Licensing

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

2a. DESCRIPTION OF VIOLATION

On 3/15/16, at approximately 7:30 p.m. direct care staff persons A and B were providing p.m. ADL care to resident #1. As direct care staff persons A and B were changing the residents clothing, the resident became resistant to care. As direct care staff person A was pulling on resident #1's shirt, the resident grabbed onto the wheel chair, said "stop" and began to cry. Direct care staff person A responded by yelling, "No, you stop and let me do this. I'm not in the mood for this tonight." Direct care staff person B, intervened and suggested that direct care staff person A leave the room; however, he/she stayed in the room and completed the p.m. care.

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*See attached*

\* Please see page 4<sup>A</sup> of 4 for Plan of Correction 5<sup>A</sup> 6-2-16

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

Signature of Legal Entity Representative  
(Required on EVERY Page) *Kristin Kahler*

Printed Name and Title of Legal Entity Representative  
(Required on EVERY Page) *Kristin Kahler, Executive Director*      Date *5-31-16*

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(Date)

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

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(Date)

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RECEIVED  
JUN 01 2016  
WEST REGION FIELD OFFICE  
Human Services Licensing

42(c)

Staff person A was suspended on [redacted] 2016 by the Executive Director due to the allegation of abuse. Staff person A is no longer employed at the community as of [redacted] 2016.

Staff person B was trained on 3/4/2016 regarding the following: Residents' Rights and Older Adults Protective Services Act, including reporting suspected abuse immediately and insurance of the resident's respect and dignity. Staff person B was trained on 5/13/2016 on the RASP including providing the resident with assistance with activities of daily living as indicated in the resident's assessment and support plan. Staff Person B is currently on a leave of absence but will be retrained on Residents' Rights and the Older Adults Protective Services Act and providing resident with assistance of activities of daily living as indicated in the resident's assessment and support plan upon return.

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The in-service will, also, include regulation 42 (c) re. A resident shall be treated with dignity and respect.

*Kristin Kahler* Kristin Kahler, Executive Director  
5-31-16.

Regional Licensing Approval of Plan of Correction  
Jusie Pollock (sno)  
Jusie Pollock 4/2/16