



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

JUL 15 2016

Mr. Steven T. Cherry, Executive Director  
The New Heritage Towers, Inc.  
200 Veterans Lane  
Doylestown, Pennsylvania 18901

RE: Heritage Towers  
License #: 127180

Dear Mr. Cherry:

As a result of the Department of Human Services' annual licensing inspection on May 16, 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 "Jay Bausch".

Jay Bausch  
Deputy Secretary

Enclosure  
License Inspection Summary

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

PCH Name: HERITAGE TOWERS		License Number: 12718
Address: 200 VETERANS LANE, DOYLESTOWN, PA 18901		County: Bucks
Administrator: MARTINE MINNINGER		Region: SOUTHEAST
Legal Entity Name: THE NEW HERITAGE TOWERS INC		
Legal Entity Address: 200 VETERANS LANE, DOYLESTOWN, PA 18901		
<b>Certificate(s) of Occupancy</b>		
C-2 LP	Other	
06/08/2001	06/08/2001	
PA Dept. of L&I	PA Dept. of L&I	
<b>Staffing Hours</b>		
Resident Support: 0	Total Daily Staff: 71	Working Staff: 53
Type of Inspection: Full	BHA Docket Number:	Notice: Unannounced
<b>Reason(s) for Inspection(s)</b>		
Renewal		
<b>On-Site Inspections Dates and Department Representatives On-Site</b>		
05/16/2016: Keppel, Autumn; Braswell, Natasha		
<b>Off-Site Inspection Dates and Inspectors, if Applicable</b>		
<b>Other Details</b>		
Partial or Full Triggers:		Random Indicators:
- Resident Demographic Data as of Inspection Dates		
Licensed Capacity: 75 Number of Residents Served: 65 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: 0 Number of Hospice Residents in past year: 7		<b>Number of Residents who:</b> Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 65 Have Mental Illness: 0 Have an Intellectual Disability: 1 Have a Mobility Need: 6 Have a Physical Disability: 0

Violation Report: 12718 - 05/16/2016 - Keppel, Autumn  
 PCH Name: HERITAGE TOWERS

**1. REGULATION 55 Pa.Code §2600**

2600.52 - Hiring, retention and utilization of staff persons shall be in accordance with the Older Adult Protective Services Act (35 P.S. §§ 10225.101-10225.5102) and 6 Pa.Code Chapter 15 (relating to protective services for older adults) and other applicable regulations.

**2a. DESCRIPTION OF VIOLATION**

Staff Member A was hired on [redacted] 16. A criminal background check was not requested until 2/25/16.

**3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)**

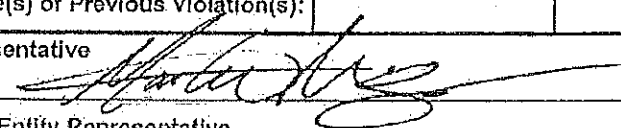
*Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.*

It is the practice of WEL Doylestown to conduct criminal background checks on every employee prior to hire. This employee did have a 3-day delay in her clearance and this was an isolated incident.

A complete file audit of all WEL Doylestown employees has been conducted to ensure compliance.

Going forward, the hiring manager and the HR coordinator will utilize a "New Hire" checklist that must be completed throughout the hiring process (See attachment A). This checklist includes timeliness of background checks and no employee is to be hired prior to it being completed. Upon completion of checklist for all new hires and prior to filing, the HR Manager will review the checklist to ensure compliance.

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


Printed Name and Title of Legal Entity Representative  
 (Required on EVERY Page) Martine Minninger, PCHA Date 6/2/16

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

The above plan of correction is approved as of 6/10/16  
 (Date)

Plan of correction implementation status as of 6/10/16  
 (Date)

- Fully Implemented
- Partially Implemented - Adequate Progress
- Partially Implemented - Inadequate Progress

The above plan of correction was approved by   
 (Initials)

Violation Report: 12718 - 05/16/2016 - Keppel, Autumn  
 PCH Name: HERITAGE TOWERS

1. REGULATION 55 Pa.Code §2600

2600.65(g) - Direct care staff persons, ancillary staff persons, substitute personnel and regularly scheduled volunteers shall be trained annually in the following areas:

- (1) Fire safety completed by a fire safety expert or by a staff person trained by a fire safety expert.
- (2) Emergency preparedness procedures and recognition and response to crises and emergency situations.
- (3) Resident rights.
- (4) The Older Adult Protective Services Act (35 P. S. §§ 10225.101-10225.5102).
- (5) Falls and accident prevention.
- (6) ~~New population groups that are being served at the home that were not previously served, if applicable.~~

2a. DESCRIPTION OF VIOLATION

Staff Member B did not receive training on the Older Adult Protective Services Act during the 2015 training year.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)

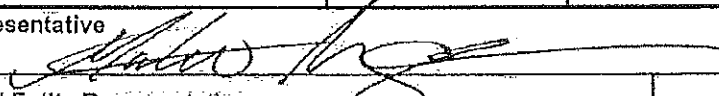
*Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.*

All WEL personal care staff are required to attend training at the WEL learning center annually and during that time they receive elder abuse and OAPSA training. In 2014, Staff person B did receive her annual OAPSA training (See attachment B) but did not attend class in 2015. She did receive Elder Abuse training in 2015 (See attachment C), a Relias online training course.

Staff person B is scheduled for class and will receive OAPSA training on 7/7/2016.

Going forward, compliance will be monitored on an ongoing basis by the PC Administrative Assistant and employee file audits will be conducted annually by the PCHA.

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


Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <b>Martine Minninger</b>	Date <b>6/2/16</b>
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