



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: January 4, 2017

Ms. Kristen Luckhaupt, Administrator
Canterbury Place
310 Fisk Street
Pittsburgh, Pennsylvania 15201

RE: Canterbury Place
License # 429490

Dear Ms. Luckhaupt:

As a result of the Department of Human Services' licensing inspection on July 29, 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, appearing to read "Brent Sutherland" with a stylized flourish at the end.

Brent Sutherland
Acting Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

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

PCH Name: CANTERBURY PLACE		License Number: 42949
Address: 310 FISK STREET, PITTSBURGH, PA 15201		County: Allegheny
Administrator: Kristin Luckhaupt		Region: WEST
Legal Entity Name: CANTERBURY PLACE		
Legal Entity Address: 310 FISK STREET, PITTSBURGH, PA 15201		
Certificate(s) of Occupancy I-2 05/05/2010 City of Pittsburgh		
Staffing Hours Resident Support: 0 Total Daily Staff: 45 Waking Staff: 34		
Type of Inspection: Partial BHA Docket Number: Notice: Unannounced		
Reason(s) for Inspection(s) Incident		
On-Site Inspections Dates and Department Representatives On-Site 07/20/2016: Knee, Donald		RECEIVED OCT 28 2016 WEST REGION FIELD OFFICE Human Services Licensing
Off-Site Inspection Dates and Inspectors, if Applicable 08/03/2016: Knee, Donald 08/18/2016: Knee, Donald		
Other Details Partial or Full Triggers: Random Indicators:		
Resident Demographic Data as of Inspection Dates		
Licensed Capacity: 78 Number of Residents Served: 40 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: 1 Number of Hospice Residents in past year: 2	Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 40 Have Mental Illness: 1 Have an Intellectual Disability: 2 Have a Mobility Need: 5 Have a Physical Disability: 0	

Violation Report: 42949 - 07/20/2016 - Knee, Donald
PCH Name: CANTERBURY PLACE

WEST REGION FIELD OFFICE
Human Services Licensing

1. REGULATION 56 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 7/13/16 at approximately 11:20 a.m. on the 5th floor near the elevators, staff person A repeatedly pointed his/her hand directly in resident #1's face, yelled at and scolded the resident in front of other residents and staff persons for not being in his/her bedroom or on the 5th floor during the 9 a.m. medication administration on 7/13/16. Resident # 1 was on another floor of the building visiting his/her spouse during the 9 a.m. medication administration and staff person A also told the resident that if he/she continues to miss his/her medications that the resident was going to get sick and end up not being able to see his/her spouse.

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.

As a result of the violation, effective [redacted] 2016 Person A is in the process of being terminated. Nurses and Medication Technicians will be provided a customer services training to incorporate appropriate staff to resident communication by November 15, 2016.

Immediately - The administrator will take action to ensure that the home places an increased emphasis on resident rights through its quality management plan, staff orientation, and staff annual training. *BS 12/6/16*

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

Signature of Legal Entity Representative
(Required on EVERY Page) *Kelly Carone - H*

Printed Name and Title of Legal Entity Representative
(Required on EVERY Page) *Kelly Carone-Henning, Administrator* Date *12-28-16*

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

The above plan of correction is approved as of 12/6/16
(Date)

Plan of correction implementation status as of 12/6/16
(Date)

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

The above plan of correction was approved by *BS*
(Initials)

NOV 14 2016

WEST REGION FIELD OFFICE
Human Services Licensing

Violation Report: 42949 - 07/20/2016 - Knee, Donald
PCH Name: CANTERBURY PLACE

1. REGULATION 55 Pa.Code §2600

2600.65(d) - Direct care staff persons hired after April 24, 2006 may not provide unsupervised ADL services until completion of the following:

- (1) Training that includes a demonstration of job duties, followed by supervised practice.
- (2) Successful completion and passing the Department-approved direct care training course and passing of the competency test.
- (3) Initial direct care staff person training to include the following:
 - (i) Safe management techniques.
 - (ii) ADLs and IADLs.
 - (iii) Personal hygiene.
 - (iv) Care of residents with dementia, mental illness, cognitive impairments, mental retardation and other mental disabilities.
 - (v) The normal aging-cognitive, psychological and functional abilities of individuals who are older.
 - (vi) Implementation of the initial assessment, annual assessment and support plan.
 - (vii) Nutrition, food handling and sanitation.
 - (viii) Recreation, socialization, community resources, social services and activities in the community.
 - (ix) Gerontology.
 - (x) Staff person supervision, if applicable.
 - (xi) Care and needs of residents with special emphasis on the residents being served in the home.
 - (xii) Safety management and hazard prevention.
 - (xiii) Universal precautions.
 - (xiv) The requirements of this chapter.
 - (xv) Infection control.
 - (xvi) Care for individuals with mobility needs, such as prevention of decubitus ulcers (bed sores), incontinence, malnutrition and dehydration, if applicable to the residents served in the home.

2a. DESCRIPTION OF VIOLATION

Direct care staff person D, hired on [redacted] 2013, provides unsupervised direct care services; however, he/she has not completed and passed the Department-approved direct care training course and competency test.

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.

Person D is no longer employed at Canterbury Place, but did complete the training on February 23, 2015 (copy enclosed). Direct care staff files will be reviewed to ensure compliance with the department approved direct care training course and competency test by November 15, 2016. Administrator and/or designee will ensure all direct care staff subsequently hired will meet this regulatory requirement.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
(Required on EVERY Page) Kelly Covone - [Signature]

Printed Name and Title of Legal Entity Representative
(Required on EVERY Page) Kelly Covone - Henning, Administrator Date 12-28-16

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