



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: APR 24 2017

Mr. Christopher R. Donati, Executive Director
Ann's Choice, Inc.
10000 Ann's Choice Way
Warminster, Pennsylvania 18974

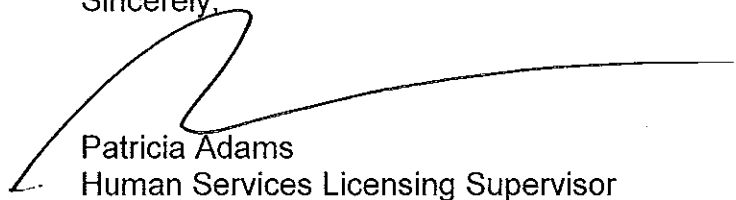
RE: Ann's Choice
16000 Ann's Choice Way
Warminster, Pennsylvania 18974
License #: 129010

Dear Mr. Donati:

As a result of the Department of Human Services' licensing inspection on November 22, 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 "Patricia Adams", written over a horizontal line.

Patricia Adams
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

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

PCH Name: ANN S CHOICE		License Number: 12901
Address: 16000 ANN S CHOICE WAY, WARMINSTER, PA 18974		County: Bucks
Administrator: Lara Smith		Region: SOUTHEAST
Legal Entity Name: ANNS CHOICE INC		
Legal Entity Address: 10000 ANN'S CHOICE WAY, WARMINSTER, PA 18974		
Certificate(s) of Occupancy		
Staffing Hours		
Resident Support:	Total Daily Staff: 50	Working Staff: 38
Type of Inspection: Partial	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s) Incident		
On-Site Inspections Dates and Department Representatives On-Site 11/22/2016: Adams, Patricia		
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: 44 Number of Residents Served: 43 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: 9	Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 43 Have Mental Illness: 0 Have an Intellectual Disability: 0 Have a Mobility Need: 7 Have a Physical Disability: 0	

Violation Report: 12901 - 11/22/2016 - Adams, Patricia
 PCH Name: ANN S CHOICE

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

2a. DESCRIPTION OF VIOLATION

On 11/7/16, staff person A told resident # 1, an identified high falls risk, to "sit down because I said so" and "don't, make me tell you again". Staff person A reported they were frustrated with Resident #1 repeated attempts to get up out of the chair.

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.

2600.42 (c) - A resident shall be treated with dignity and respect.

- Education including Resident Rights, Restraint Prevention and Positive Communication Techniques to be reviewed with Personal Care staff.
- PC Administrator and Staff Development Coordinator to present education
- Resident rights/Communication education started on November 23rd.
- All education to be completed within 30 days of receipt of this plan of correction.
- Rounds conducted by PC Administrator, Wellness Nurse or Charge Nurse to ensure residents are being treated with dignity and respect, restraint free and being spoken to using positive interventions.
 - Rounds Daily x 2 weeks
 - Rounds three times a week x 2 weeks
 - Rounds weekly x 4 weeks
- Results to be reviewed with staff at monthly staff meetings and at PIRMS meeting monthly x 2 months.
- 8 hour training on Person Centered Approach for each staff member to be completed by May 1, 2017.

the administrator is responsible for continued compliance @


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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Lara Smith PCA</i>	Date <i>12/29/16</i>
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DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of <u>1/3/17</u> (Date)	Plan of correction implementation status as of <u>1/3/17</u> (Date)
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The above plan of correction was approved by  (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
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Violation Report: 12901 - 11/22/2016 - Adams, Patricia
 PCH Name: ANN S CHOICE

1. REGULATION 55 Pa. Code §2600
 2600.42(p) - A resident shall be free from restraints.

2a. DESCRIPTION OF VIOLATION

On 11/7/16, Resident #1 was not allowed to get up and exit the home's living room area. Each attempt by Resident #1 to leave the room was thwarted by staff person A, who kept telling the resident to sit down for approximately 20 minutes. Staff-person A tried to keep Resident #1 in the living room because they are identified as a high falls risk when returning to their room unattended.

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.

2600.42 (p) - A resident shall be free from restraints.

- Education including Restraint Prevention to be reviewed with all Personal Care staff.
- PC Administrator and Staff Development Coordinator to present education.
- All education to be completed within 30 days of receipt of this plan of correction.
- Rounds conducted by PC Administrator, Wellness Nurse or Charge Nurse to ensure residents are being treated with dignity and respect, restraint free and being spoken to using positive interventions.
 - Rounds Daily x 2 weeks
 - Rounds three times a week x 2 weeks
 - Rounds weekly x 4 weeks
- Results to be reviewed with staff at monthly staff meetings and at PIRMS meeting monthly x 2 months.
- 8 hour training on Person Centered Approach for each staff member to be completed by May 1, 2017.

The administrator is responsible for continued compliance @

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative
 (Required on EVERY Page)

Lara Smith PCA

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page)

Lara Smith PCA

Date 12/29/14

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The above plan of correction is approved as of

1/3/17
 (Date)

Plan of correction implementation status as of

1/3/17
 (Date)

The above plan of correction was approved by

[Signature]
 (Initials)

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

Violation Report: 12901 - 11/22/2016 - Adams, Patricia
 PCH Name: ANN S CHOICE

1. REGULATION 55 Pa.Code §2600

2600.201 - The home shall use positive interventions to modify or eliminate a behavior that endangers the resident himself/herself or others. Positive interventions include improving communications, reinforcing appropriate behavior, redirection, conflict resolution, violence prevention, praise, deescalation techniques and alternative techniques or methods to identify and defuse potential emergency situations.

2a. DESCRIPTION OF VIOLATION

On 11/7/16, Resident #1, a high falls risk, repeatedly tried to get up and out of their chair. Staff person A continually told the resident to "sit back down, because I said so". The home has not implemented positive interventions to modify or eliminate the behavior.

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.

2600.201 – The home shall use positive interventions to modify or eliminate a behavior that endangers the resident himself/herself or others. Positive interventions include improving communications, reinforcing appropriate behavior, redirection, conflict resolution, violence prevention, praise, de-escalation techniques and alternative techniques or methods to identify and defuse potential emergency situations.

- Education including Resident Rights, Restraint Prevention and Positive Communication Techniques to be reviewed with Personal Care staff.
- PC Administrator and Staff Development Coordinator to present education
- All education to be completed within 30 days of receipt of this plan of correction
- Rounds conducted by PC Administrator, Wellness Nurse or Charge Nurse to ensure residents are being treated with dignity and respect, restraint free and being spoken to using positive interventions.
 - Rounds Daily x 2 weeks
 - Rounds three times a week x 2 weeks
 - Rounds weekly x 4 weeks
- 8 hour training on Person centered Approach for each staff member to be completed by May 1, 2017.

The administrator is responsible for continued compliance (u)

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Lara Smith PCA* Date *12/29/16*

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The above plan of correction was approved by <i>[Signature]</i> (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