



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Sent via e-mail to: [REDACTED]
MAILING DATE: April 4, 2017

Mr. Jon A. Ross, President
Harmonycrest Personal Care Services LLC
200 Penn Street- 2nd Floor
Reading, Pennsylvania 19602

RE: Harmonycrest Personal Care Services LLC
485 Walnut Road
Birdsboro, Pennsylvania 19508
License #: 224760

Dear Mr. Ross:

As a result of the Department of Human Services' licensing inspection on January 11, 2017 and January 5, 2017 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,

Anne Graziano
Anne Graziano
Regional Licensing Administrator

Enclosure
Licensing Inspection Summary

Violation Report: 22476 - 01/11/2017 - Dumas, Gerald
PCH Name: HARMONYCREST PERSONAL CARE SERVICES LLC

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

2a. DESCRIPTION OF VIOLATION
 On 12/17/16 at approximately 9:30 p.m. staff member A took a fruit drink from resident # 1's bedside end table that still had liquid in it. The staff member said something to the effect that "you can't have this." Resident # 1 is on a fluid restriction. The manner in which the cup was taken was disrespectful.

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.

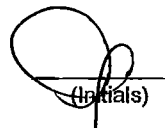
Staff Member A was retrained in Resident Rights (attached) and completed a Resident Rights quiz, too (attached). Staff Member A also attended Positive Approaches training on 1/20/2017 which covered in it's lessons how to interact with individuals in a positive manner (training paperwork attached). All new hires will continue to be trained at time of orientation on Resident Rights (see attached New Hire Orientation paperwork), and all existing staff will continue to be trained annually on Resident Rights as per the personal care home's Staff Training Plan (attached). The Resident Rights will be reviewed at the next Monthly House Staff Meeting on 2/8/2017. The Administrator will maintain a Training Tracker (attached) to ensure all staff are compliant with the required annual trainings per the 2600 regulations.

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) <i>Jon Ross, Administrator</i>	Date <i>2/3/17</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>4-1-17</u> (Date)	Plan of correction implementation status as of <u>4-1-17</u> (Date)
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

Violation Report: 22476 - 01/11/2017 - Dumas, Gerald
PCH Name: HARMONYCREST PERSONAL CARE SERVICES LLC

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
 Staff member A did not use a positive approach when removing resident # 1's cup from the resident's nightstand. Resident # 1 is on a fluid restriction. Staff reportedly said something like "you can't have this."

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.

The Safe Management Techniques annual training will be held at the next Monthly House Staff Meeting on 2/8/2017, as well as a discussion about how to interact with residents who have dietary restrictions, and the documentation that should occur when residents choose not to adhere to their restriction(s) after staff educate them and encourage them to make healthy choices. Staff Member A attended Positive Approaches training on 1/20/2017 (paperwork attached). All staff will continue to be trained in the annual required Safe Management Techniques training as per the 2600 regulations (see Annual Staff Training Plan). The Administrator will ensure all staff are compliant with their required annual trainings by using a Training Tracker (attached). The resident was re-educated by the Administrator on his daily fluid restriction on 2/2/2017, and a discussion was had about making healthy choices.

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

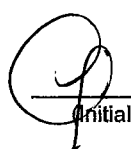
Jon Ross

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

Jon Ross, Administrator

Date 2/3/17

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