



pennsylvania
DEPARTMENT OF HUMAN SERVICES

APR 07 2017

Dr. Carolyn Lewis,
PsyD, Executive Director
NHS Human Services of Montgomery County
Attn: Patricia Bell
400 North Broad Street
Lansdale, Pennsylvania 19446

RE: NHS Human Services of Montgomery County
478 S. Bethlehem Pike
Fort Washington, Pennsylvania 19034
License #: 127950

Dear Dr. Lewis:

As a result of the Department of Human Services' annual licensing inspection on January 19, 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.

In an effort to improve our licensing processes, the Bureau of Human Services Licensing is soliciting feedback about your recent human services licensing inspection experience. To participate in the online provider survey, launch your web browser and go to https://www.surveymonkey.com/r/BHSL_Inspection.

The survey is brief and will only take about 5 minutes to complete. Your participation in the survey is completely voluntary and all of your responses will be kept confidential. The responses will be reviewed as part of an aggregate of provider inspection responses. Thank you in advance for providing feedback.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Rowe".

Jacqueline L. Rowe
Director

Enclosure
License Inspection Summary

Violation Report: 12795 - 01/19/2017 - Colon, Lissette
 PCH Name: NORTHWESTERN HUMAN SERVICES OF MONTGOMERY COUNTY

1. REGULATION 55 Pa.Code §2600
 2600.3(c) - The personal care home shall post the current license, a copy of the current licensing inspection summary issued by the Department and a copy of this chapter in a conspicuous and public place in the personal care home.

2a. DESCRIPTION OF VIOLATION
 On 1/19/17 the home's current violation report/ A copy of 55 Pa. Code Chapter 2600, was not posted in a conspicuous and public place in the home.

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.

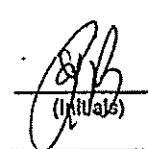
The home will ensure that the home's current violation report/a copy of 55 Pa.Code Chapter 2600, will be posted in a public place in the home. The current violation report/a copy of 55 Pa.Code Chapter 2600 was posted on 1/19/17 on the bulletin board in the living room. It is in a protective sleeve and has a Do Not Remove label posted on it. The administrator will check to ensure that it remains posted when the administrator completes her monthly rounds of the facility.

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) Antonia Mann-Roane, MS Residential Director/Administrator	Date 2/6/17
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DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of <u>2/7/17</u> (Date)	Plan of correction implementation status as of <u>2/7/17</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: 12785 - 01/19/2017 - Colon, Lissette
 PCH Name: NORTHWESTERN HUMAN SERVICES OF MONTGOMERY COUNTY

1. REGULATION 65 Pa.Code §2600
 2600.63(a) - At least one staff person for every 50 residents who is trained in first aid and certified in obstructed airway techniques and CPR shall be present in the home at all times.

2a. DESCRIPTION OF VIOLATION
 On 1/9/17, from 3pm - 11pm, 1/14/17 from 3pm - 7am, and 1/15/17 from 7am until 7am on 1/16/17, there were no staff persons present in the home who were certified in first aid, and CPR.

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.

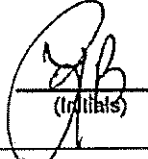
The home will ensure that at least one staff person is trained in first aid and certified in obstructed airway techniques and CPR during each shift. The administrator will complete that staff schedule monthly and ensure that at least one staff member per shift is trained in first aid and certified in obstructed airway techniques and CPR. The administrator has implemented a Compliance Tracker on 2/1/17(see attachment) that will be monitored monthly by the administrator to ensure that we remain in compliance with 2600.63a. All of the homes current staff as of 1/24/17 are certified in first aid and CPR

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Violation Report: 12796 - 01/19/2017 - Colon, Lissette
 PCH Name: NORTHWESTERN HUMAN SERVICES OF MONTGOMERY COUNTY

1. REGULATION 65 Pa.Code §2600

2600.65(f) - Training topics for the annual training for direct care staff persons shall include the following:

- (1) Medication self-administration training.
- (2) Instruction on meeting the needs of the residents as described in the preadmission screening form, assessment tool, medical evaluation and support plan.
- (3) Care for residents with dementia and cognitive impairments.
- (4) Infection control and general principles of cleanliness and hygiene and areas associated with immobility, such as prevention of decubitus ulcers, incontinence, malnutrition and dehydration.
- (5) Personal care service needs of the resident.
- (6) Safe management techniques.
- (7) Care for residents with mental illness or mental retardation, or both, if the population is served in the home.

2a. DESCRIPTION OF VIOLATION

The annual training provided to direct care staff person D in training year 2016 did not include "Care for residents with Mental Illness or Intellectual Disability."

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.

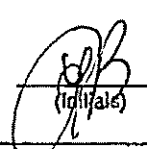
All staff will be trained in "Care for residents with Mental Illness or Intellectual Disability in 2017 and ongoing. The home staff training plan for 2017 currently includes a training for Bipolar Disorder that is scheduled for 11/17. The administrator will complete all staff training plans and include all training topics for regulation 2600.65 Staff member D was trained in PTSD in 2016 in which is on the DSM-5 and was believed by the administrator to be qualified as mental illness training.

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Violation Report: 12795 - 01/19/2017 - Colon, Lisselle
 PCH Name: NORTHWESTERN HUMAN SERVICES OF MONTGOMERY COUNTY


1. REGULATION 66 Pa.Code §2600
 2600.185(a) - The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.

2a. DESCRIPTION OF VIOLATION
 On 1/19/17, resident # 1's "as needed" Ibuprofen 600mg tablets were not available in the home.
 On 1/18/17, resident # 2's "as needed" Tylenol Extra Strength tablets were not available in the home.

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.

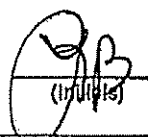
All medications for resident 1 and resident 2 were ordered prior to our inspection date 1/19/2017. The home was awaiting of the arrival of the medications. The medication for resident 1 came on 1/19/17(see attachment JK1). The medication for resident 2 was delivered on 1/19/17(see attachment EW1). The home will order all medications 7 days prior to running out of the medication. The home will check with the pharmacy to check when the medication will be arriving. Staff will complete weekly medication audits to ensure that all medications are at the home. The administrator will complete bi-weekly medication audits to ensure that all medications are at the home.

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Violation Report: 12795 - 01/19/2017 - Colon, Lissette
 PCH Name: NORTHWESTERN HUMAN SERVICES OF MONTGOMERY COUNTY

1. REGULATION 55 Pa.Code §2800
 2800.187(d) - The home shall follow the directions of the prescriber.

2a. DESCRIPTION OF VIOLATION
 Resident # 2 has a prescribed order for Aquaphor Ointment. On 1/19/17 the ointment was not available in the home.

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 home will order all medications prior to medications running out to ensure that all medications are at the home. The above mention medication arrived at the site on 1/20/17. The home will order all medications 7 days prior to running out of the medication. The home will check with the pharmacy to check when the medication will be arriving. Staff will complete weekly medication audits to ensure that all medications are at the home. The administrator will complete bi-weekly medication audits to ensure that all medications are at the home.

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Violation Report: 12706 - 01/19/2017 - Colon, Lisseite
 PCH Name: NORTHWESTERN HUMAN SERVICES OF MONTGOMERY COUNTY

1. REGULATION 65 Pa.Code §2600

2600.190(a) - A staff person who has successfully completed a Department-approved medications administration course that includes the passing of the Department's performance-based competency test within the past 2 years may administer oral; topical; eye, nose and ear drop prescription medications and epinephrine injections for insect bites or other allergies.

2a. DESCRIPTION OF VIOLATION

The following staff members have been administering medications in the home for the past year without successfully completing the Department-approved annual practicum medications administration course,

- Staff member A
- Staff member B
- Staff member C
- Staff member D
- Staff member E
- Staff member F

Staff member G's, trainer certification for the DPW medication administration course expired on 12/31/16.

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.

All staff members mentioned above and any other staff who are out of compliance will be taking the department approved medication course on 2/15/17 and 2/16/17. The administrator and the homes program assistant will be taking additional trainings to be qualified to be observers. The administrator and the program assistant will be enrolling and taking the Department Train the trainer course scheduled for 3/21/17 but no later than 5/30/17. This will allow the home to have two trained instructors to complete the annually practicums when they are due and train new staff. The administrator also implemented a compliance tracker(see attachment) which will be monitor monthly to ensure that all staff and the home remain compliant with regulation 2600.190a
 home remain compliant with regulation 2600.190a
 Staff member G is not a staff member at our home, she is a certified trainer. At the time that our staff were trained by staff member G she was within compliance of her certification. She is currently a certified trainer and attached you will find her certification certificate.

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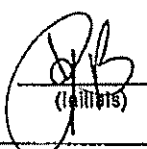
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