



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

AUG 02 2017

Mr. Martin D. Allen,  
Director  
Arden Courts of Monroeville PA, LLC  
333 North Summit Street  
Toledo, Ohio 43604

RE: Arden Courts of Monroeville  
120 Wyngate Drive  
Monroeville, Pennsylvania 15146  
License #: 435520

Dear Mr. Allen:

As a result of the Department of Human Services' annual licensing inspection on February 22, 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](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,

Jacqueline L. Rowe  
Director

Enclosure  
License Inspection Summary

**VIOLATION REPORT**  
**PERSONAL CARE HOMES - 55 Pa Code Chapter 2909**

**RECEIVED**

PCH Name: ARDEN COURTS OF MONROEVILLE		License Number: 43552
Address: 120 WYNGATE DRIVE, MONROEVILLE, PA 15146		County: Allegheny
Administrator: Ella Bostedo	MAY 31 2017	
Legal Entity Name: ARDEN COURTS OF MONROEVILLE PA LLC		Region: WEST
WEST REGION FIELD OFFICE Human Services Licensing		
Legal Entity Address: 333 NORTH SUMMIT STREET 16TH FL, TOLEDO, OH 43604		
Certificate(s) of Occupancy C2 LP 09/22/1998 L&I		
<b>Staffing Hours</b>		
Resident Support: 0	Total Daily Staff: 110	Waking Staff: 83
Type of Inspection: Full	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s) Renewal		
On-Site Inspections Dates and Department Representatives On-Site 02/22/2017: Marini, Michael; Grace, Desmond		
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: 56 Number of Residents Served: 55 Secured Dementia Care Unit In Home: Yes Area: entire facility Secured Dementia Unit Capacity, if Applicable: 56 Number of Residents Served in Secured Dementia Care Unit, if applicable: 55 Number of Current Hospice Residents: 20 Number of Hospice Residents in past year: 15		Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 55 Have Mental Illness: 0 Have an Intellectual Disability: 0 Have a Mobility Need: 55 Have a Physical Disability: 0

Violation Report: 43552 - 02/22/2017 - Marini, Michael  
PCH Name: ARDEN COURTS OF MONROEVILLE

WEST REGION FIELD OFFICE  
Human Services Licensing

1. REGULATION 55 Pa.Code §2600

2600.17 - Resident records shall be confidential, and, except in emergencies, may not be accessible to anyone other than the resident, the resident's designated person if any, staff persons for the purpose of providing services to the resident, agents of the Department and the long-term care ombudsman without the written consent of the resident, an individual holding the resident's power of attorney for health care or health care proxy or a resident's designated person, or if a court orders disclosure.

2a. DESCRIPTION OF VIOLATION

At 10:15 AM, resident shower schedules, to include shower schedules for residents #1 and #2, were unlocked and accessible on the kitchenette counter in Dockside House.

At 1:20 PM, medication administration records (MAR's), to include MAR's for residents #3 and #4, were unlocked and accessible on the medication cart in Harvest Glen House.

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 resident shower schedules, INCLUDING THOSE OF RESIDENTS #1 AND #2 IN THE DOCKSIDE HOUSE KITCHENETTE WERE STORED AND LOCKED IN THE KITCHENETTE CABINET BY THE RESIDENT SERVICES COORDINATOR ON FEBRUARY 22, 2017*

*THE MEDICATION ADMINISTRATION RECORDS INCLUDING THOSE OF RESIDENTS #3 AND #4 ON THE MEDICATION CART IN HARVEST GLEN HOUSE WERE STORED AND LOCKED IN THE CART BY THE RESIDENT SERVICES SUPERVISOR ON FEBRUARY 22, 2017.*

*THE STAFF WAS IN-SERVICED BY THE RESIDENT SERVICES COORDINATOR REGARDING REGULATION 17, INCLUDING RESIDENT RECORDS SHALL BE CONFIDENTIAL, AND, EXCEPT IN EMERGENCIES, MAY NOT BE ACCESSIBLE TO ANYONE OTHER THAN THE RESIDENT - ATTACHMENT IN SERVICE RECORD*  
*THE RESIDENT SERVICES COORDINATOR OR DESIGNEE WILL COMPLETE DAILY ROUNDS, INCLUDING PROPER STORAGE OF RESIDENT'S CONFIDENTIAL INFORMATION. (6-1, 2017, AND ONGOING) - ATTACHMENT OSC DAILY ROUNDS*

Repeat Violation: Yes      Date(s) of Previous Violation(s): 04/19/2016

Signature of Legal Entity Representative (Required on EVERY Page) *Ella Bostedo*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *ELLA BOSTEDO, DIRECTOR*      Date *5/31/17*

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The above plan of correction is approved as of 5/31/17 (Date)      Plan of correction implementation status as of 5/31/17 (Date)

The above plan of correction was approved by f (Initials)       Fully Implemented  
 Partially Implemented - Adequate Progress  
 Partially Implemented - Inadequate Progress  
 Not Implemented

Violation Report: 43552 - 02/22/2017 - Marini, Michael  
PCH Name: ARDEN COURTS OF MONROEVILLE

WEST REGION FIELD OFFICE  
Human Services Licensing

1. REGULATION 55 Pa.Code §2600

2600.103(e) - Food served and returned from an individual's plate may not be served again or used in the preparation of other dishes. Leftover food shall be labeled and dated.

2a. DESCRIPTION OF VIOLATION

There was an unlabeled and undated container of what appeared to be soup in the Cloverdale House refrigerator.

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 UNLABELED AND UNDATED CONTAINER OF FOOD IN THE CLOVERDALE HOUSE REFRIGERATOR WAS DISCARDED BY THE EXECUTIVE DIRECTOR ON FEBRUARY 22, 2017

The STAFF WAS IN SERVICE BY THE RESIDENT SERVICES COORDINATOR REGARDING REGULATION 103(e), INCLUDING LEFTOVER FOOD SHALL BE LABELED AND DATED - COMPLETED BY JUNE 1, 2017. - ATTACHMENT IN SERVICE ATTENDANCE RECORD

THE RESIDENT SERVICES COORDINATOR OR DESIGNEE WILL COMPLETE DAILY ROUNDS, INCLUDING PROPER STORAGE OF FOOD ITEMS (JUNE 1, 2017, AND ONGOING) - ATTACHMENT RE DAILY ROUNDS

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

Signature of Legal Entity Representative (Required on EVERY Page) *Ella Bustedo*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *ELLA BUSTEDO DIRECTOR*      Date *5/31/17*

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The above plan of correction is approved as of 5/31/17 (Date)      Plan of correction implementation status as of 5/31/17 (Date)  
 Fully Implemented *f*  
 Partially Implemented - Adequate Progress  
 Partially Implemented - Inadequate Progress  
 Not Implemented  
The above plan of correction was approved by *J* (Initials)