



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

**CERTIFIED MAIL – RETURN RECEIPT REQUESTED**  
**MAILING DATE: December 6, 2017**

Mr. Kevin Donahue  
Administrator  
Kevin & Romona Donahue  
1143 Lapish Road  
Pittsburgh, Pennsylvania 15212

RE: Donahue's Personal Care I  
1610 Hybla Street  
Pittsburgh, Pennsylvania 15212  
Certificate #: 430340

Dear Mr. Donahue:

As a result of the Department of Human Services' licensing inspection on August 14, 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,

A handwritten signature in black ink that reads "Brent Sutherland".

Brent Sutherland  
Human Services Licensing Supervisor

Enclosure  
Licensing Inspection Summary

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

PCH Name: DONAHUE S PERSONAL CARE I		License Number: 43034
Address: 1610 HYBLA STREET, PITTSBURGH, PA 15212		County: Allegheny
Administrator: Kevin Donahue		Region: WEST
Legal Entity Name: KEVIN & ROMONA DONAHUE		
Legal Entity Address: 1143 LAPISH ROAD, PITTSBURGH, PA 15212		
Certificate(s) of Occupancy C-2 LP 10/26/1985 CITY OF PITTSBURGH		<b>RECEIVED</b>  OCT 24 2017  WEST REGION FIELD OFFICE Human Services Licensing
Staffing Hours Resident Support: 0	Total Daily Staff: 15	Waking Staff: 11
Type of Inspection: Partial	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s) Complaint		
On-Site Inspections Dates and Department Representatives On-Site 08/14/2017: Barone, Barbara; Winters, Lynn		
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: 17 Number of Residents Served: 15 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: 0		Number of Residents who: Receive Supplemental Security Income: 4 Are 60 Years of Age or Older: 7 Have Mental Illness: 10 Have an Intellectual Disability: 1 Have a Mobility Need: 0 Have a Physical Disability: 0

Violation Report: 43034 - 08/14/2017 - Barone, Barbara  
PCH Name: DONAHUE S PERSONAL CARE I

OCT 24 2017

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

WEST REGION FIELD OFFICE  
Human Services Licensing

2a. DESCRIPTION OF VIOLATION  
At approximately 4:00 PM on 8/7/17, 8/8/17, 8/9/17 or 8/10/17 while in the dining room, staff person A slapped medications out of resident #1's hand and yelled and cursed at the resident when the resident refused to take the medications.  
During the 8 AM-8 PM shift on 8/12/2017, staff person B entered resident #2's room to check his/her adult brief. When staff person B found it wet, he/she yelled and cursed at the resident and told the resident that he/she is too old to wet the bed.

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.

See page 2A

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

Signature of Legal Entity Representative (Required on EVERY Page)



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

Kevin Donahue, Administrator      10/23/17

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

The above plan of correction is approved as of 11/22/17 (Date)  
The above plan of correction was approved by BS (Initials)

Plan of correction implementation status as of 11/22/17 (Date)

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

2600.42(c)

Donahue's Personal Care and our staff value the importance to treat each and every resident with dignity and respect. Our vision is to encourage residents to reach maximum independence while delivering personal care services that exceed expectations.

The Administrator of Donahue's Personal Care was disturbed to hear about the alleged complaints regarding the staff that were under investigation. Therefore, the Administrator called for an immediate staff meeting and a Residents Rights training session. The local area Ombudsman, [REDACTED] who was present at the home on the day of the Department's investigation was graciously willing to hold a training session on the very next day. [REDACTED] local Ombudsmen of the Area Agency on Aging came to our Personal Care Home on August 15, 2017, at 9:00 a.m. with literature and training material from his local office. The training with [REDACTED] was well organized and very worthwhile for the staff.

Since August 14, 2017, following the Department's investigation of alleged complaints, the Administrator has talked to Resident A and Resident B weekly to ensure they are being treated with dignity and respect. Both of the residents involved were given the Administrator's cell phone number and the knowledge that they are able to call the Administrator at any time should there be a need.

The Administrator issued verbal warnings that future like complaints will lead to possible disciplinary action or termination. The Administrator will continue to follow up with weekly conversations with Resident A and Resident B for 90 days.

The problem with resident A occurred due to resident A's known history of outburst involving throwing cups of water across the dining room and at other residents in the past. When Resident A was spoken to about this behavior in the past, Resident A blames her mental illness and ease of agitation as the main trigger for such aggression.

The problem with Resident B is somewhat baffling to Donahue's Personal Care and the Administrator. It would be of the Administrator's opinion that Resident A is loved and well cared for as she is simply a lovable elder woman who is pleasant and an ideal resident... a friend.

Staff Person A and B respectfully requested that I state in writing that the alleged complaint of Resident A is not an accurate depiction of what occurred. Staff Person A stated during the Department's interview process that she explained to the investigators that she attempted to grab the plastic cup after Resident A had taken her medications because she believed Resident A was agitated and planning on throwing the plastic cup at the staff or across the dining room. Staff Person A and B dispute the alleged complaint regarding the treatment of Resident B in its entirety.



Kevin Donahue, Administrator

10/23/17

*BL 11/22/17*