



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

**CERTIFIED MAIL – RETURN RECEIPT REQUESTED**  
**MAILING DATE: March 14, 2018**

Ms. Bobbie Gray  
Director  
The Presbyterian Homes in the  
Presby of Lake Erie, Inc.  
6351 West Lake Road  
Erie, Pennsylvania 16505

RE: Manchester Commons of  
Presbyterian Senior Care  
Certificate #: 450560

Dear Ms. Gray:

As a result of the Department of Human Services' licensing inspection on August 17, 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 cursive script that reads "Larry Mazza".

Larry Mazza  
Human Services Licensing Supervisor

Enclosure  
Licensing Inspection Summary



MAY 01 2018

Violation Report: 45056 - 08/17/2017 - Garrigan, Laurie  
PCH Name: MANCHESTER COMMONS OF PRESBYTERIAN SENIOR CARE

INDEPENDENT STATE OF PENNSYLVANIA  
Human Services Licensing

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

2a. DESCRIPTION OF VIOLATION

On 8/13/17 during the 2:30p.m.-10:30p.m. shift, while providing incontinence care to resident #1 who had a loose bowel movement in his/her pants, staff person B told the resident, "this is disgusting". Then staff person B took the soiled wash cloth used to clean resident #1 and held it in front of resident #1's face and asked the resident "Why do you do this?". Verbal comments about resident #1 smelling "disgusting" or "worse than a pig" during incontinence care have happened in the past. As a result, multiple staff indicated resident #1 was upset and was mad these incidents occurred.

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.

Please See Attached

See Page 2A of 2

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

Signature of Legal Entity Representative  
(Required on EVERY Page) Bridgette Siciliano, LPN, PCHA

Printed Name and Title of Legal Entity Representative  
(Required on EVERY Page) Bridgette Siciliano LPN, PCHA      Date 3-1-18

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

The above plan of correction is approved as of 3/2/18  
(Date)

Plan of correction implementation status as of 3/2/18  
(Date)

The above plan of correction was approved by [Signature]  
(Initials)

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

Regulation 2600.42(c) is important to ensure all of our residents are treated with dignity and respect and equally. A Manchester Commons employee violated this regulation by verbally embarrassing and intentionally upsetting a resident. This particular employee took the right of dignity and respect away from that resident in this particular incident. The Manchester Employee was terminated from Manchester immediately removed from the schedule and Manchester Commons upon receiving report of this incident, and upon the conclusion DHS investigation this employee was terminated. Education regarding residents rights is done on a yearly basis at this time we administration will increase this education to quarterly by reviewing at staffing meetings in January, April, August and November.

Bridgette Siciliano O LPN PCH  
3-1-18

Bridgette Siciliano O  
LPN  
PCHA

RECEIVED

MAR 01 2018

WEST REGION FIELD OFFICE  
Human Services Licensing