



pennsylvania
DEPARTMENT OF HUMAN SERVICES

FEB 23 2018

Ms. Joan L. Ealy
Executive Director
Arden Courts North Hills of Pittsburgh PA, LLC
333 North Summit Street
Toledo, Ohio 43604

RE: Arden Courts of North Hills
1125 Perry Highway
Pittsburgh, Pennsylvania 15237
License #: 435530

Dear Ms. Ealy:

As a result of the Department of Human Services' annual licensing inspection on September 6, 2017 and October 13, 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 that reads "Jacqueline L. Rowe".

Jacqueline L. Rowe
Director

Enclosure
License Inspection Summary

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DEC 08 2017

Page 2 of 7

Violation Report: 43563 - 09/08/2017 - Barone, Barbara
FCH Name: ARDEN COURTS OF NORTH HILLS

WEST REGION FIELD OFFICE
Human Services Licensing

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 9/6/17, the home's current license dated from May 18, 2017 to May 18, 2018 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.

- 1) The current license was placed in the lobby in a conspicuous and public place by the Executive Director on September 6, 2017.
- 2) The Executive Director or designee will conduct daily rounds that include ensuring the license is posted.
- 3) The Coordinators were in-serviced regarding regulation 3 (c) re: the current license, a copy of the current licensing inspection summary issued by the Department and a copy of the this chapter in a conspicuous and public place in the personal care home.

The administrator shall also be responsible to monitor and ensure ongoing compliance.

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

Signature of Legal Entity Representative
(Required on EVERY Page) *[Handwritten Signature]*

Printed Name and Title of Legal Entity Representative
(Required on EVERY Page) **JOAN L. EALY, EXECUTIVE DIRECTOR** Date **12-7-17**

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

The above plan of correction is approved as of 1/4/18
(Date)

Plan of correction implementation status as of 1/4/18
(Date)

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

The above plan of correction was approved by JE
(Initials)

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Violation Report: 43553 - 09/08/2017 - Barone, Barbara
PCH Name: ARDEN COURTS OF NORTH HILLS

WEST REGION FIELD OFFICE
Human Services Licensing

1. REGULATION 55 Pa.Code §2800

2800.17 - 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

On 9/8/17 at approximately 9:58 A.M., the posted license inspection summary, dated 3/21/17, included the resident privacy coding document with the names of residents #1 and #2 on a bulletin board inside the home's front exit.

On 9/8/17 at approximately 10:20 A.M., two Hospico binders containing resident services information for residents #3 and #4 were unlocked, unattended and accessible at the nursing station next to the kitchen area of Country Lane.

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.

1) The information regarding residents #1 and #2 included in the posted license inspection summary, dated 3/21/17, were removed immediately by the Executive Director.

2) The Resident Services Coordinator or designee will complete daily rounds, observing for proper storage of resident's confidential information.

The administrator shall also be responsible to monitor and ensure ongoing compliance.

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

Signature of Legal Entity Representative
(Required on EVERY Page) *John L. Eally*

Printed Name and Title of Legal Entity Representative
(Required on EVERY Page) **JOHN L. EALLY, EXECUTIVE DIRECTOR** Date **12-7-17**

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Violation Report: 43553 - 09/08/2017 - Barone, Barbara
PCH Name: ARDEN COURTS OF NORTH HILLS

DEC 08 2017

1. REGULATION 55 Pa.Code §2800
2000.85(a) - Sanitary conditions shall be maintained.

WEST REGIONAL OFFICE
Human Services Licensing

2a. DESCRIPTION OF VIOLATION

On 9/8/17, the inside of the toilet bowl in the common bathroom across from the community center was splattered with feces.

On 9/8/17, there was a used 1 1/2 by 2 inch band aid in the first shower stall of the shared Country Lane shower room.

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.

- 1) The sanitary condition items included in the violation report, toilet area and shower stall, were addressed immediately by staff.
- 2) The Resident Services Coordinator or designee will complete daily rounds to ensure sanitary conditions are maintained.

The administrator shall also be responsible to monitor and ensure ongoing compliance.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative (Required on EVERY Page)	<i>Jean Ealy</i>
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Printed Name and Title of Legal Entity Representative (Required on EVERY Page)	Date
<i>JEAN L. EALY, EXECUTIVE DIRECTOR</i>	<i>12-7-17</i>

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Violation Report: 43553 - 09/08/2017 - Barone, Barbara
PCH Name: ARDEN COURTS OF NORTH HILLS

WEST REGION FIELD OFFICE
Human Services Licensing

1. REGULATION 65 Pa.Code §2600

2600.100(b) - The home shall ensure that ice, snow and obstructions are removed from outside walkways, ramps, steps, recreational areas and exterior fire escapes.

2a. DESCRIPTION OF VIOLATION

On 9/8/17, a heavy resin bench was obstructing the sidewalk leading from the common area door to the courtyard between Collage Place and Boat Cove.

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.

1) The heavy resin bench that was obstructing the sidewalk was removed immediately by the staff.

2) The Building Services Coordinator or designee will complete daily rounds to ensure safety conditions, including there are no obstructions re: outside walkways, ramps, steps, recreational areas, and exterior fire escapes, are maintained.

The administrator shall also be responsible to monitor and ensure ongoing compliance.

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) JOHN L. EALLY, EXECUTIVE DIRECTOR

Date 12-7-17

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Violation Report: 43653 - 09/08/2017 - Barone, Barbara
PGH Name: ARDEN COURTS OF NORTH HILLS

WEST REGION FIELD OFFICE
Human Services Licensing

1. REGULATION 55 Pa.Code §2800

2600.104(a) - The original container for prescription medications shall be labeled with a pharmacy label that includes the following:

- (1) The resident's name.
- (2) The name of the medication.
- (3) The date the prescription was issued.
- (4) The prescribed dosage and instructions for administration.
- (5) The name and title of the prescriber.

2a. DESCRIPTION OF VIOLATION

Resident #6 was ordered Melatonin 3mg - take 2 tablets by mouth each evening for sleep; however, the label indicated take 1 tablet by mouth each evening for sleep.

Resident #7 was ordered Valproic Acid 250/5ml syrup - take 10 ml by mouth three times a day; however, the label indicated take 10 ml by mouth 2 times a day.

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.

- 1) The correction was made immediately by the Resident Services Coordinator.
- 2) Medication Administration Record Audits will be audited weekly by the Resident Services Coordinator/Supervisors or designee to ensure prescription medication contain required information is included on the pharmacy label.

The administrator shall also be responsible to monitor and ensure ongoing compliance.

During the next quality management plan review and evaluation - The home will place an increased emphasis on this plan of correction. BB 1/4/18

Repeat Violation: Yes	Date(s) of Previous Violation(s):	09/01/2016 et al
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Signature of Legal Entity Representative (Required on EVERY Page)	<i>[Signature]</i>
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Printed Name and Title of Legal Entity Representative (Required on EVERY Page)	Date
JOAN L. GALEY, EXECUTIVE DIRECTOR	12-7-17

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