pennsylvania
DEPARTMENT OF HUMAN SERVICES

Sent via e-mail to: [redacted]
Mailing Date: March 9, 2018

Ms. Merri C. Ney
Managing Director
Columbia Cottage – Wyomissing, LLC
3121 State Hill Road
Wyomissing, Pennsylvania 19610

RE: Columbia Cottage Wyomissing, LLC
License # 224640

Dear Ms. Ney:

As a result of the Department of Human Services' licensing inspection on October 4, 2017 of the above facility, the violations with 55 Pa.Code Ch. 2800 (relating to Assisted Living Residences) 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,

Anne Graziano
Regional Licensing Administrator

Enclosure
Licensing Inspection Summary

LICENSING INSPECTION SUMMARY

Assisted Living Residences – 55 Pa.Code § 2800

ALR Name: **Columbia Cottage of Wyomissing**	**License Number:** 224640
Address: 3121 State Hill Road Wyomissing, Pennsylvania 19610	**County:** Berks
Administrator: Merri Ney	
Legal Entity Name: Columbia Cottage of Wyomissing, LLC	
Legal Entity Address: 3121 State Hill Road Wyomissing, Pennsylvania 19610	
Certificate(s) of Occupancy: C2-LP (L&I) 10/24/1997	
Type of Inspection: Partial	
Reason(s) for Inspection(s): Incident	
On-Site Inspections Dates and Department Representatives On-Site: **10/4/2017** **Jason Harvey, Amy Deluca**	
Off-Site Inspection Dates and Inspectors, if Applicable: **NA**	

Resident Demographic Data as of Inspection Dates

Licensed Capacity: 50	**Number of Residents who:**
Number of Residents Served: 43	**Receive Supplemental Security Income: 0**
Secured Dementia Care Unit in Home: NA	**Are 60 Years of Age or Older: 43**
Area: NA **Secured Unit Capacity, if Applicable**	**Have Mental Illness: 0**
	Have an Intellectual Disability: 0
Number of Residents Served in Secured Dementia Care Unit, if applicable: NA	**Have a Mobility Need: 24**
Number of Current Hospice Residents: 8	**Have a Physical Disability: 0**
Number of Hospice Residents in past year: 24	

LICENSING INSPECTION SUMMARY

Assisted Living Residences – 55 Pa.Code § 2800

Regulation

2800.15(a) - The residence shall immediately report suspected abuse of a resident served in the residence in accordance with the Older Adults Protective Services Act (35 P.S. §§ 10225.701 – 10225.707) and 6 Pa. Code §§ 15.21 – 15.27 (relating to reporting suspected abuse, neglect, abandonment or exploitation) and comply with the requirements regarding restrictions on staff persons.

Violation

The home did not notify the local Area Agency on Aging of an allegation of resident abuse that occurred on 9/26/2017 until 9/29/2017.

Plan of Correction

See additional pages

Printed Name and Title of Legal Entity Representative (Required on all pages)
Merri Ney - Columbia Cottage Assisted Living

Signature of Legal Entity Representative (Required on all pages) Merri Ney Date 11/17/17

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

The above plan of correction is approved as of 1-26-18 (Date)

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

Plan of correction implementation status as of 1-26-18 (Date):

- ☐ Fully Implemented
- ☒ Partially Implemented – Adequate Progress
- ☐ Partially Implemented – Inadequate Progress
- ☐ Not Implemented

Violation 2800.15(a)

Columbia Cottage understands the benefit of this regulation is to ensure abuse or suspected abuse is appropriately reported and investigated. Given such understanding, upon receiving knowledge of this incident, the Managing Director immediately did an internal investigation gathering statements from the witnesses involved. The Cottage notified the resident's POA, the Office of Aging, Protective Services, local Police Department, and DHS. The Cottage submitted all required paper work to the offices mentioned. The Managing Director immediately suspended the staff involved, until the investigation was completed.

Columbia Cottage has a zero- tolerance policy for any type of employee misconduct. The Managing Director and/or Resident Services Director will ensure that all staff continue to be trained upon hire on what activities constitute resident abuse, and the procedure to report incidents of alleged abuse. The training will emphasize the need to immediately report incidents of alleged abuse.

The incident at the Cottage was attributable to the actions of two individuals. There are no facts that remotely suggest that the cottage by its practices, policies or procedures enabled the incident to occur, or that the cottage could have taken any action to prevent it. The individuals involved were terminated upon completion of the investigation.

Subsequent to this incident, the Cottage conducted supplemental training for all staff on abuse/reporting abuse and Resident Rights. (see attachment - staff sign in sheet)

In an effort to prevent future incidents of this nature, all staff will continue to be trained upon hire on Abuse, reporting abuse, and resident rights. The Resident Service Director/Managing Director will review all orientation training to ensure this training requirement has been met. These topics will also be reviewed yearly with staff in live training and/or web based training at the Cottage, and documented accordingly.

In addition to the internal procedures that the home follows regarding allegations or suspicions of abuse, the home will ensure that CMPS procedures are followed as well. 15(a) reporting is done in addition to, not instead of, an internal investigation.

1-26-18

LICENSING INSPECTION SUMMARY

Assisted Living Residences – 55 Pa.Code § 2800

Regulation

2800.16(c) - The residence shall report the incident or condition to the Department's assisted living residence office or the assisted living residence complaint hotline within 24 hours in a manner designated by the Department. The residence shall immediately report the incident or condition to the resident's family and the resident's designated person. Abuse reporting shall also follow the guidelines in § 2800.15 (relating to abuse reporting covered by law).

Violation

The home did not notify the Department of an allegation of resident abuse that occurred on 9/26/2017 until 9/29/2017

Plan of Correction

See attached

Printed Name and Title of Legal Entity Representative (Required on all pages) Merri C Ney Columbia Cottage Assisted Living	
Signature of Legal Entity Representative (Required on all pages) Merri C Ney	Date 11/17/17

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Violation 2800.16 (c)

Columbia Cottage understands the benefit of this regulation allows DHS to respond promptly to serious situations. We further understand compliance requires notification to DHS within 24 hours of a reportable incident. With that understanding, upon receiving knowledge of this incident, the Managing Director immediately did an internal investigation gathering statements from the witnesses involved. The Cottage notified the resident's POA, the Office of Aging, Protective Services, local Police Department, and DHS. The Cottage submitted all required paper work to the offices mentioned. The Managing Director immediately suspended the staff involved until the investigation was completed.

Columbia Cottage has a zero-tolerance policy for any type of employee misconduct. The Managing Director and/or Resident Services Director will ensure that all staff continue to be trained upon hire on what activities constitute resident abuse, and the procedure to report incidents of alleged abuse. The training will emphasize the need to immediately report incidents of alleged abuse.

The incident at the Cottage was attributable to the actions of two individuals. There are no facts that remotely suggest that the cottage by its practices, policies or procedures enabled the incident to occur, or that the cottage could have taken any action to prevent it. The individuals involved were terminated upon completion of the investigation.

Subsequent to this incident the Cottage conducted supplemental training for all staff on abuse/reporting abuse and Resident Rights. (see attachment - staff sign in sheet)

In an effort to prevent incidents of this nature going forward, all staff will continue to be trained upon hire on abuse, reporting abuse, and Resident Rights. The Resident Services Director and/or Managing Director will review all orientation training to ensure this training requirement has been met. These topics will also be reviewed yearly with staff in live training and/or web based training at the Cottage, and documented accordingly.

Additionally, the Resident Services Director and/or Managing Director will conduct quarterly audits of the reportable incidents to ensure all incidents were reported in a timely fashion and are in compliance with regulation.

QA
1-26-18

LICENSING INSPECTION SUMMARY

Assisted Living Residences – 55 Pa.Code § 2800

Regulation

2800:42(c) - A resident shall be treated with dignity and respect.

Violation

Staff member A was observed speaking to resident #1 in a loud disrespectful tone of voice on 9/26/2017 at approximately 7pm.

Plan of Correction

see additional pages

Printed Name and Title of Legal Entity Representative (Required on all pages) Merri C Ney - Columbia Cottage	
Signature of Legal Entity Representative (Required on all pages) Merri Ney	**Date** 11/17/17

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Violation 2800.42 (c)

Columbia Cottage understands the importance of this regulation is to ensure residents are treated in a respectful and dignified manner. Columbia Cottage has a zero- tolerance policy for any type of employee misconduct. The Managing Director and/or Resident Services Director will ensure that all staff continue to be trained upon hire with regard to the Resident Rights.

The incident at the Cottage was attributable to the actions of two individuals. There are no facts that remotely suggest that the cottage by its practices, policies or procedures enabled the incident to occur, or that the Cottage could have taken any action to prevent it. The individuals involved were terminated upon completion of the investigation.

Subsequent to this incident, the Cottage conducted supplemental training for all staff on abuse/reporting abuse and Resident Rights. (see attachment - staff sign in sheet)

Prevention of future incidents will include, all staff continuing to be trained upon hire on Abuse, reporting abuse, and resident rights. The Resident Services Director and/or Managing Director will review all orientation training to ensure this training requirement has been met. These topics will also be reviewed yearly with staff in live training and/or web based training at the Cottage, and documented accordingly.

Additionally, the home will provide specialized or enhanced training on a case-by-case basis where warranted. CP

LICENSING INSPECTION SUMMARY

Assisted Living Residences – 55 Pa.Code § 2800

Regulation

2800.202- The following procedures are prohibited:

(1) Seclusion, defined as involuntary confinement of a resident in a room or living unit from which the resident is physically prevented from leaving, is prohibited. This does not include the admission of a resident in a special care unit in accordance with § 2800.231 (relating to admission).

(2) Aversive conditioning, defined as the application of startling, painful or noxious stimuli, is prohibited.

(3) Pressure point techniques, defined as the application of pain for the purpose of achieving compliance, is prohibited.

(4) A chemical restraint, defined as use of drugs or chemicals for the specific and exclusive purpose of controlling acute or episodic aggressive behavior, is prohibited.

(5) A mechanical restraint, defined as a device that restricts the movement or function of a resident or portion of a resident's body, is prohibited.

(6) A manual restraint, defined as a hands-on physical means that restricts, immobilizes or reduces a resident's ability to move his arms, legs, head or other body parts freely, is prohibited.

Violation

On 9/26/2017 at approximately 7pm direct care staff members A and B were observed holding down resident #1's arms and staff person A was observed screaming in resident #1's face.

Plan of Correction

See attached pages

Printed Name and Title of Legal Entity Representative (Required on all pages) Merri C Ney – Columbus Cottage Assisted Living	
Signature of Legal Entity Representative (Required on all pages)	**Date**

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Violation 2800.202 (2,3,6)

POSA pg 5

Columbia Cottage understands the benefit of this regulation is to protect Residents Rights, to be free from restraints, treated with dignity and respect, and be served in the least restrictive environment. Columbia Cottage has a zero- tolerance policy for any type of employee misconduct. The Managing Director and/or Resident Services Director will ensure that all staff continue to be trained upon hire on what activities constitute resident abuse, and the procedure to report incidents of alleged abuse as well as, the importance of Resident Rights within our community. The training will emphasize the need to immediately report incidents of alleged abuse, as well as any violation of Resident Rights.

The incident at the Cottage was attributable to the actions of two individuals. There are no facts that remotely suggest that the Cottage by its practices, policies or procedures enabled the incident to occur, or that the Cottage could have taken any action to prevent it. The individuals involved were terminated upon completion of the investigation.

~~Subsequent to this incident,~~ the cottage conducted supplemental training for all staff on abuse/reporting abuse and Resident Rights. ~~(see attachment- staff sign in sheet)~~

Going forward, all staff will continue to be trained upon hire on Abuse, reporting abuse, and resident rights. The Resident Services Director and/or Managing Director will review all orientation training to ensure this training requirement has been met. These topics will also be reviewed yearly with staff in live training and/or web based training at the Cottage, and documented accordingly.

In addition to the training noted above, the home will specifically conduct a training on the prohibitions listed under .202. As a matter of balance and perspective, the home shall also include training on 201- the use of positive reinforcement, de-escalation techniques and defusion of ~~potentially~~ potential emergency situations. Documentation will be retained by the home. Sign in sheets will be utilized.