



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: March 16, 2018

Ms. Pamela J. Leland,
Executive Director
The Hickman Friends Senior Community
Of West Chester
400 North Walnut Street
West Chester, Pennsylvania 19380

RE: The Hickman
Certificate/License # 140930

Dear Ms. Leland:

As a result of the Department of Human Services' licensing inspection on October 16, 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 "Patricia Adams".

Patricia Adams
Regional Licensing Director

Enclosure
Licensing Inspection Summary

Rec'd 2/5/18. RN

Violation Report: 14093 - 10/16/2017 - Gray, Dean

PCH Name: THE HICKMAN

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

2a. DESCRIPTION OF VIOLATION

On 09/26/17, Staff Member A said to resident #1, "I'm gonna have to spank your bottom if you don't keep this on your wrist" referring to a call bell pendant. This statement was overheard by the resident's family members.

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.

As reported to DHS when the initial Incident Report was filed, the staff person was placed on administrative leave immediately upon hearing of the alleged incident. The County AAA was contacted by phone that same day and PA Dept of Aging was alerted the following morning.

Taken seriously by management, this incident provided an unfortunate but immediate and powerful learning opportunity for all staff in all departments to reinforce the following:

- Professional standards of contact
- Definitions of Abuse
- Responsibilities in Mandatory Reporting

These trainings and discussions took place on the following dates:

- Ops Team (Weekly) Meeting – September 28, 2017 (attendance not recorded)
- Resident Care (Monthly) Staff Meeting – October 4, 2017 (7 in attendance)
Note: If RC Staff are unable to participate, information is distributed individually.
- All Staff Training – November 14, 2017 (15 in attendance)

Despite staff member's defense that she was "only kidding." Staff member was terminated due to violation of Act 13 and Hickman values and code of conduct.

202
Attachments
RST

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative
(Required on EVERY Page)

Pamela J Leland

Per 1/25/18

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

Pamela J Leland

Date 1/19/18

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

The above plan of correction is approved as of

2/2/18
(Date)

Plan of correction implementation status as of

2/2/18
(Date)

The above plan of correction was approved by

[Signature]
(Initials)

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

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- Definitions of abuse.
- Responsibilities in mandatory reporting.

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Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative (Required on EVERY Page) *Pamela J Leland*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Pamela J Leland</i>	Date <i>1/19/18</i>
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