



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Sent via e-mail to: [REDACTED]
MAILING DATE: February 16, 2017

Ms. Susan C. Blue
President/CEO
Community Services Group, Inc.
320 Highland Drive, P.O. Box 597
Mountville, Pennsylvania 17554

RE: Community Services Group Personal Care Home
176 State Route 901
Coal Township, Pennsylvania 17866
License #: 226690

Dear Ms. Blue:

As a result of the Department of Human Services' licensing inspection on November 29, 2017 and January 10, 2018 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,

Anne Graziano
Anne Graziano
Regional Licensing Administrator

Enclosure
Licensing Inspection Summary

Violation Report: 22669 - 11/29/2017 - Valence, Duane
 PCH Name: COMMUNITY SERVICES GROUP PERSONAL CARE HOME

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

2a. DESCRIPTION OF VIOLATION
 Resident #1 was not treated with dignity and respect by staff person "A." On 11/17/2017 at approximately 1:30 PM, staff over- heard staff person "A" call resident #1 a crybaby. Resident #1 became upset by staff person "A" name calling and reported the incident to other staff.

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.

Per regulation 2600.42(c), A resident shall be treated with dignity and respect. On 11/17/17 it was reported that Resident #1 was called a crybaby by Staff Person A. The Program Director/PCHA ensured that both AAA and BHSL were notified of the incident, suspended staff A on 11/17/17 pending the outcome of an investigation and also conducted interviews with any staff that were working during the time the event occurred. AAA conducted an investigation and the Program Director/PCHA was able to determine due to the interviews that Resident #1 was NOT treated with dignity and respect and therefore, this regulation was violated. To correct this, Staff A was scheduled for additional training (Incorporating Recovery Principles and Practices into Mental Health Treatment) by the Program Director and completed this training on 11/22/17, upon his return from suspension and scheduled for bi-weekly supervision with Staff A's direct supervisor (the APD). The additional training was completed and the additional supervision still occurs with Staff A and the APD. The Program Director will continue to monitor the supervision and schedule additional trainings for Staff A to assist with increasing understanding of the expectations of treatment that is dignified and respectful.

To prevent this violation from occurring again in the future, an addition was added to all new staff orientation training plans (and annually) that includes an exam after the 2600 Regulations are reviewed, that also includes an additional section to review Resident Rights (see attached exam and Resident Rights addition). For Staff A, this annual training is due in April of 2018 and the direct supervisor (APD) will process the Resident Rights with staff A to ensure a firm understanding of how to treat residents with dignity and respect. In addition, Staff A has been scheduled to take the NAPPI (Non Abuse Psychological and Physical Interventions) training on 2/23/18 and 2/26/18. The administrator will monitor the plan to ensure completion of all required trainings and supervision and continued improvement with dignified and respectful treatment of all residents by Staff A. In addition, we have added a new position of Personal Care Home Specialist to our programs to assist with ongoing training and support of our personal care homes that we hope to have start by March 2018.

*The home will retain training documents and sign in sheets.
 The Adm will oversee to ensure ongoing compliance of 2-15-18*

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

Signature of Legal Entity Representative (Required on EVERY Page) *Roxane Beers*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Roxane Beers* Date *1/29/18*

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

The above plan of correction is approved as of <u>2-15-18</u> (Date)	Plan of correction implementation status as of <u>2-15-18</u> (Date)
The above plan of correction was approved by <i>[Signature]</i> (Initials)	<input type="checkbox"/> Fully Implemented <input checked="" type="checkbox"/> Partially Implemented - Adequate Progress <input type="checkbox"/> Partially Implemented - Inadequate Progress <input type="checkbox"/> Not Implemented