



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: April 04, 2018

Ms. Kerri M. Ricketts,
Personal Care Administrator
Kendal-Crosslands Communities, Inc.
P.O. Box 100
Kennett Square, Pennsylvania 19348

RE: Kendal at Longwood
Cumberland House
Certificate # 185730

Dear Ms. Ricketts:

As a result of the Department of Human Services' licensing inspection on February 21, 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,

A handwritten signature in black ink, appearing to read "Kenneth Wilson".

Kenneth Wilson
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

Violation Report: 18573 - 02/21/2018 - Wooters, Sandra
 PCH Name: KENDAL AT LONGWOOD

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

2a. DESCRIPTION OF VIOLATION

On 12/28/17 staff member A posted a photograph of resident #1 on the staff's Snapchat account with a caption that read "Granny . rockin' Juicy Couture". This treatment displays a lack of dignity and respect for the resident.

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.

see attachment.

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

Signature of Legal Entity Representative
 (Required on EVERY Page) *Kerri M Ricketts PCA*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>KERRI M Ricketts PCA</i>	Date <i>4/3/18</i>
---	--------------------

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

The above plan of correction is approved as of 4/3/18
 (Date)

Plan of correction implementation status as of 4/3/18
 (Date)

The above plan of correction was approved by K.W.
 (Initials)

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

Violation Report: 18573 - 02/21/2018 - Woolers, Sandra
 PCH Name: KENDALAT LONGWOOD

1. REGULATION 55 Pa.Code §2600
 2600.42(s) - A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures.

2a. DESCRIPTION OF VIOLATION
 On 12/28/17 staff member A posted a photograph taken with a personal cell phone of resident #1 that read "Granny rockin' Juicy Couture" to the staff's Snapchat account without the resident's knowledge or permission.

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.

See attachment.

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

Signature of Legal Entity Representative
 (Required on EVERY Page) *Kerri m Ricketts PCH*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Kerri m. Ricketts</i>	Date <i>4/3/18</i>
--	--------------------

DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE

The above plan of correction is approved as of <u>4/3/18</u> (Date)	Plan of correction implementation status as of <u>4/3/18</u> (Date)
The above plan of correction was approved by <u>K.W.</u> (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

Violation Report: 18573 - 02/21/2018 - Wooters, Sandra
 PCH Name: KENDALAT LONGWOOD

1. REGULATION 55 Pa.Code §2600

2600.65(g) - Direct care staff persons, ancillary staff persons, substitute personnel and regularly scheduled volunteers shall be trained annually in the following areas:

- (1) Fire safety completed by a fire safety expert or by a staff person trained by a fire safety expert.
- (2) Emergency preparedness procedures and recognition and response to crises and emergency situations.
- (3) Resident rights.
- (4) The Older Adult Protective Services Act (35 P. S. §§ 10225.101-10225.5102).
- (5) Falls and accident prevention.
- (6) New population groups that are being served at the home that were not previously served, if applicable.

2a. DESCRIPTION OF VIOLATION

Staff members A and B did not complete the personal care Resident Rights Training during the 2017 training year.

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.

see attachment.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative
 (Required on EVERY Page)

Keeri M Ricketts PCA

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

KEERI M RICKETTS

Date *4/3/18*

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

The above plan of correction is approved as of

4/3/18
 (Date)

Plan of correction implementation status as of

4/3/18
 (Date)

The above plan of correction was approved by

K.W.
 (Initials)

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

42(c) – A resident shall be treated with dignity and respect.

On 12/28/17, Kendal at Longwood staff member A posted a photograph of a resident on a social media site, thereby failing to honor the dignity of our residents.

Immediately after the violation was discovered, the employee in question was suspended by the Dining Services Director pending the investigation of alleged abuse. The investigation culminated in the termination of Employee A. The incident was reported to appropriate authorities as alleged abuse.

Personal Care staff received education immediately after the event by the Personal Care Manager, reemphasizing Resident Rights and the Kendal-Crosslands Communities Social Media and Abuse policies. Dining Services staff were provided education at their staff meeting in January. This education was facilitated by the Personal Care Manager and provided by the Dining Services Director.

Ongoing monitoring of any reports of alleged abuse involving privacy, dignity and respect will be completed at the Quarterly Quality Assurance Performance Improvement meetings.

Specialized training on Resident Rights and privacy, dignity and respect will be provided by the Ombudsman on 4/18/18. This training will be mandatory for all Personal Care and Dining Services staff.

42(s) – A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures.

On 12/28/17, Kendal at Longwood staff member A posted a photograph of a resident on a social media site, thereby violating the resident's right to privacy of self.

Immediately after the violation was discovered, the employee in question was suspended by the Dining Services Director (12/28/17) pending the investigation of alleged abuse. The investigation culminated in the termination of Employee A. The incident was reported to appropriate authorities as alleged abuse.

Personal Care staff received education immediately after the event by the Personal Care Manager, reemphasizing Resident Rights and the Kendal-Crosslands Communities Social Media and Abuse policies. Dining Services staff were provided education at their staff meeting in January. This education was facilitated by the Personal Care Manager and provided by the Dining Services Director.

Ongoing monitoring of any reports of alleged abuse involving privacy, dignity and respect will be completed at the Quarterly Quality Assurance Performance Improvement meetings. Specialized training on Resident Rights and privacy, dignity and respect will be provided by the Ombudsman on 4/18/18. This training will be mandatory for all Personal Care and Dining Services staff.

65(g) – Direct care staff persons, ancillary staff persons, substitute personnel and regularly scheduled volunteers shall be trained annually in 6 areas, which includes Personal Care Resident Rights.

K.W. 4/3/18

Keri m. [unclear] 4/3/18

Staff Members A and B completed our Annual "DHS Regulations" training in 2017 (Staff Member A on 5/19/17 and Staff Member B on 5/13/17). Although this training referenced dignity and privacy, it was updated for 2018 to thoroughly cover all Resident Rights for Personal Care, and also references Social Media Abuse. (See Attachment A for the original 2017 training and Attachment B for the updated 2018 training with expanded information on Resident Rights in Personal Care, dignity, respect, privacy and Social Media Abuse).

All employees of Kendal-Crosslands communities now receive the updated version of Resident Rights training that more thoroughly explains Personal Care Resident Rights. For some employees, this training is completed through a Kendal-made Relias module. For other staff members, this training is completed in person.

Ongoing monitoring of any reports of alleged abuse involving privacy, dignity and respect will be completed at the Quarterly Quality Assurance Performance Improvement meetings. Specialized training on Resident Rights and privacy, dignity and respect will be provided by the Ombudsman on 4/18/18. This training will be mandatory for all Personal Care and Dining Services staff.

K.W. 4/3/18

Kerem Reber 4/3/18