



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

Sent via e-mail [REDACTED]

January 31, 2019

**CERTIFIED MAIL – RETURN RECEIPT REQUESTED**  
January 31, 2019

Ms. Lynne S. Katzmann  
President, Juniper Partners, LLC  
Juniper Village at Bensalem Operations, LLC  
40 Broadacres Drive  
Bloomfield, New Jersey 07003

RE: Juniper Village at Bucks County Senior Living  
3200 Bensalem Boulevard  
Bensalem, Pennsylvania 19020  
License #: 142460

Dear Ms. Katzmann:

As a result of the Department's Bureau of Human Services Licensing inspection on March 28, 2018 of the above facility, the violations with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed violation report were found.

All citations specified on the enclosed violation report must be corrected by the dates specified on the violation report and continued compliance with 55 Pa.Code Ch. 2600 must be maintained.

Sincerely,

Shawn Parker  
Human Services Licensing Supervisor

Enclosure  
Violation Report

**VIOLATION REPORT**  
**PERSONAL CARE HOMES - 55 Pa.Code Chapter 2600**

PCH Name: JUNIPER VILLAGE AT BUCKS COUNTY SENIOR LIVING		License Number: 14246
Address: 3200 BENSALEM BOULEVARD, BENSALEM, PA 19020		County: Bucks
Administrator: Grace Chau Au		Region: SOUTHEAST
Legal Entity Name: JUNIPER VILLAGE AT BENSALEM OPERATIONS LLC		
Legal Entity Address: 400 BROADACRES DRIVE, BLOOMFIELD, NJ 7003		
Certificate(s) of Occupancy C-2 LP 04/28/1993 L&I		<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> <p style="margin: 0;">RECEIVED</p> <p style="margin: 0;">OCT 12 2018</p> <p style="margin: 0;">By _____</p> </div>
<b>Staffing Hours</b>		
Resident Support: 0	Total Daily Staff: 89	Waking Staff: 67
Type of Inspection: Partial	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s) Complaint, Incident		
On-Site Inspections Dates and Department Representatives On-Site 03/28/2018: Parker, Shawn; Freeman, Sabrina		
Off-Site Inspection Dates and Inspectors, if Applicable		
Other Details		
Partial or Full Triggers:		Random Indicators:
<b>Resident Demographic Data as of Inspection Dates</b>		
Licensed Capacity: 60 Number of Residents Served: 53 Secured Dementia Care Unit in Home: Yes Area: 1ST FLOOR Secured Dementia Unit Capacity, if Applicable: 21 Number of Residents Served in Secured Dementia Care Unit, if applicable: 16 Number of Current Hospice Residents: 5 Number of Hospice Residents in past year: 25	Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 53 Have Mental Illness: 0 Have an Intellectual Disability: 0 Have a Mobility Need: 36 Have a Physical Disability: 0	

Violation Report: 14246 - 03/28/2018 - Parker, Shawn  
 PCH Name: JUNIPER VILLAGE AT BUCKS COUNTY SENIOR LIVING

1. REGULATION 55 Pa.Code §2600

2600.15(b) - If there is an allegation of abuse of a resident involving a home's staff person, the home shall immediately develop and implement a plan of supervision or suspend the staff person involved in the alleged incident.

2a. DESCRIPTION OF VIOLATION

On 03/21/18, an allegation of abuse was made against staff person A regarding resident # 1. The home did not suspend staff person A or develop a plan of supervision.

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.*

2600.15(b)

Staff are educated with regard to the process for dealing with reported allegations of abuse, including those involving a resident and the home's staff person. The home shall immediately develop and implement a plan of supervision, or suspend the staff person involved in the alleged incident.

Staff training regarding incident reporting and reportable events were completed on 10/12/2018. See attachment #1.

Administrator or designee will monitor and assure ongoing compliance.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative  
 (Required on EVERY Page) *Grace Chaw Au*

Printed Name and Title of Legal Entity Representative  
 (Required on EVERY Page) *Grace Chaw Au PCH Adm* Date *10/12/18*

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

The above plan of correction is approved as of 01-30-19  
 (Date)

Plan of correction implementation status as of 01-30-19  
 (Date)

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

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

Violation Report: 14246 - 03/28/2018 - Parker, Shawn  
 PCH Name: JUNIPER VILLAGE AT BUCKS COUNTY SENIOR LIVING

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

2a. DESCRIPTION OF VIOLATION

Resident # 1 made an allegation of abuse against staff person A on 03/21/18. Resident # 1 reports since the allegation of abuse was made staff and residents "talk behind her back and treat her different". Resident # 1 states she "feels like an outcast at 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.

2600.42(c)

Resident #1 made a subjective comment about staff and residents who "talk behind her back and treat her different" and, stated she "feels like an outcast at the home." Staff was aware of these concerns and continued to treat resident with respect and dignity.


After observing and investigating the Resident #1 allegation of resident and staff mistreatment, the allegation was deemed to be unfounded.

Resident #1 was referred to continue treatment with a Psychologist, coupled with social services support for counselling a secondary diagnosis of suspicious/paranoid thought, anxiety and depression.

Additional staff training on resident rights was completed on 10/12/2018. See attachment #2. New hire and annual training on resident rights are ongoing and part of our curriculum.

Administrator or designee will always monitor to ensure that residents are treated with dignity and respect.

Repeat Violation: No	Date(s) of Previous Violation(s):			
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Signature of Legal Entity Representative (Required on EVERY Page)	
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Printed Name and Title of Legal Entity Representative (Required on EVERY Page)	Date
Grace Chan Au PCH Adm	10/12/18

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