



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Sent via e-mail [REDACTED]
July 13, 2018

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
July 13, 2018

Mr. David Barnes
Authorized Agent
Watermark Operator, LLC
2020 West Rudasill Road
Tucson, Arizona 85704

RE: Blue Bell Place
777 DeKalb Pike
Blue Bell, Pennsylvania 19422
License #: 132800

Dear Mr. Barnes:

As a result of the Department's Bureau of Human Services Licensing inspection on April 25, 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,

Kenneth L. Wilson
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

Violation Report: 13280 - 04/25/2018 - Thomas, Tahesia
 PCH Name: BLUE BELL PLACE

1. REGULATION 55 Pa.Code §2600
 2600.15(c) - The home shall immediately submit to the Department's personal care home regional office a plan of supervision or notice of suspension of the affected staff person.

2a. DESCRIPTION OF VIOLATION
 On 04/10/18, an allegation of abuse was made against staff person A regarding resident # 1. The home suspended staff person A on 04/11/18. The home did not submit a plan of supervision to the Department. The home allowed staff person A to return to work on 04/16/18 prior to the Department's investigation.

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.

-What caused the violation? The violation was caused by allowing staff person A to return to work prior to the Department's investigation.

-What was done right away to fix the violation? All managers who participated in suspension and return to work were educated on the process of notifying the Department of the suspension, and waiting for the completion and determination by the Department regarding the suspended employee.

-What can be done to prevent future violations of this nature? Employees will remain on suspension until the Department has investigated the incident and determines the employee is cleared to return to work.

-Who will be responsible for ensuring the POC is implemented and that future violations are prevented? Executive Director will monitor all abuse allegations and ensure employees do not return to work until DHS BHSL has investigated the case and given the clearance for the employee to return to work. Watermark Risk Management Director is also aware of this stipulation and will ensure the process is followed.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative (Required on EVERY Page) *Alida Durso*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Alida Durso, Executive Director</i>	Date <i>6/5/2018</i>
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DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of <u>7/10/18</u> (Date)	Plan of correction implementation status as of <u>7/12/18</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: 13280 - 04/25/2018 - Thomas, Tahesla
 PCH Name: BLUE BELL PLACE

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

2a. DESCRIPTION OF VIOLATION
 On 04/10/18, resident #1 states that staff person A was mean to her. On 4/11/18 resident #1 states that staff person A told the resident "You don't have a fracture, so come and get up there's nothing wrong". On 4/11/18 resident #1 states that staff person A also said to the resident "Your pain medication is changing your personality".

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.

-What caused the violation? Staff person A failed to treat resident #1 with dignity and respect. This is a violation of resident's rights.

-What was done right away to fix the violation? Staff person A was suspended pending investigation. Resident # 1 was interviewed, as were other residents in that staff person's assignment to determine whether the staff person's behavior affected others (they were not). All staff were educated on Residents' Rights, as well as sensitivity training.

-What can be done to prevent future violations of this nature? Ongoing education will be provided for all staff on Residents' Rights and sensitivity to residents' needs. Residents are informed regularly of their rights (upon admission as well as during resident council). Residents will be encouraged to report promptly when someone is not treating them respectfully.

-Who will be responsible for ensuring the POC is implemented and that future violations are prevented? Resident Care Director, nurse supervisors, Program Director, and all other supervisors/managers will communicate weekly with individual residents and ask whether they are being treated well by staff. Any complaints will be addressed promptly and appropriate re-education will be conducted.

Repeat Violation: No	Date(s) of Previous Violation(s):			
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Anda Durso*

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) *Anda Durso, Executive Director* Date *6/5/2018*

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