



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: October 17, 2018

Ms. Loriann Putzier
Chief Operating Officer
Tithonus Butler, LP
c/o Integracare Corporation
6600 Brooktree Court, Suite 1000
Wexford, Pennsylvania 15090

RE: Newhaven Court at Clearview
100 Newhaven Lane
Butler, Pennsylvania
Certificate #: 423460

Dear Ms. Putzier:

As a result of the Department's Bureau of Human Services Licensing inspection on May 30, 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 that reads "Jason Williams" with a stylized flourish at the end.

Jason Williams
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

Violation Report: 42346 - 05/30/2018 - Cutter, Jan
 PCH Name: NEWHAVEN COURT AT CLEARVIEW

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

2a. DESCRIPTION OF VIOLATION
 On May 21, 2018 at approximately 4:15 p.m., direct care staff person A was overheard by two other staff persons speaking to resident #1 in a loud and disrespectful manner while assisting the resident with dressing in the resident's bedroom. Direct care staff person A made comments such as "I don't screw my boss", "If you continue acting that way, I will not help you", and "go ahead and report me". The resident described staff person A's tone as "sharp" and "impatient" and stated that "he/she has me a nervous wreck, I could have a heart attack right now".

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 pages 2a of ~~2~~^{GR} + 2b of ~~2~~^{GR}

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Gay Kenrich, Executive Director</i>	Date <i>10-10-18</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>10/16/18</u> (Date)	Plan of correction implementation status as of <u>10/16/18</u> (Date)
The above plan of correction was approved by <u>GW</u> (Initials)	<input type="checkbox"/> Fully Implemented <input checked="" type="checkbox"/> Partially Implemented - Adequate Progress <i>GW</i> <input type="checkbox"/> Partially Implemented - Inadequate Progress <input type="checkbox"/> Not Implemented

Community Name: Newhaven Court at Clearview
License Number: 423460
Date of Visit: 5/30/18
Date of Submission: 10/10/18

2a of 2^{Gen}

1. Violation Review: 2600.42(c) –

- A Resident shall be treated with dignity and respect.

2. Review the Citation, the violation of the Regulation:

- On May 21, 2018 at approximately 4:15pm, direct care staff person A was overheard by two other staff persons speaking to resident #1 in a loud and disrespectful manner while assisting the resident with dressing in the resident's bedroom. Direct care staff person A made comments such as "I don't screw my boss", "If you continue acting that way, I will not help you", and "go ahead and report me". The resident described staff person A's tone as "sharp" and "Impatient" and stated that "he/she has me a nervous wreck, I could have a heart attack right now".

3. Description of the Repair of the Immediate Problem:

- On 5/21/18 at approximately 4:15pm, Direct care staff person A was witnessed by two other staff persons speaking to resident #1 in a loud and disrespectful manner. Two other direct care staff persons witnessed this incident and report that they entered resident #1's apartment to return laundry and witnessed Direct care staff person A in a verbal altercation with resident #1. Both oral and written statements by the witnesses and resident reveal that Direct care staff person A was involved in a verbal dispute about clothing as Direct care staff person A attempted to assist resident #1 with dressing. Both statements indicate that Direct care staff person A used language that would be regarded as disrespectful and inappropriate in nature saying comments such as: "I don't screw my boss", "if you continue acting like way, I will not help you", "go ahead and report me". This incident was immediately reported to the Charge Nurse who then evaluated resident #1 and conducted an interview to ascertain recollection of the event. Resident #1's report indicates that "Direct care staff person A's tone was "sharp" and "impatient" and that "he/she has me a nervous wreck, I could have a heart attack right now".

The Charge Nurse proceeded to contact the supervisor who gave instruction to obtain a statement from Direct care staff person A and send home pending an investigation.

A verbal report was made to AAA/OAPS who gave instruction to submit the mandatory abuse report the next day.

Resident #1 was monitored for the next 24 hours and did not display any ill effects resulting from this incident. Resident #1 is in good spirits and going about he/she's normal daily routine.

- After a thorough investigation, Direct care staff person A's employment was terminated on 5/22/18 for violation of policy.

Authorized Signature

Gary R. P. Executive Director

Date: 10-10-18

Plan of Correction Template

ADM040

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10/16/18 *92*

4. Detail Action Steps / System Developed to prevent future occurrence and Designated position responsible with target dates for completion:

26 OF 26 GR

- Staff re-education on Resident Rights and Mandatory Reporting conducted by Krystle Pry, Director of Resident Care Services on 5/30/18. See attached documentation.
- Resident Rights, Elder Abuse, and Mandatory Reporting reinforced during monthly department meetings throughout 2018. Documentation of monthly staff meetings shall be kept on file. See attached Monthly Department Meeting summary.
- The ED and Assistant ED will continue to monitor this training is completed monthly, annually and as part of the new hire orientation for new staff persons.

Authorized Signature Gregory D. L., Executive Director Date: 10-10-18

Plan of Correction Template

ADM040

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10/16/18 *gr*