



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

Sent via e-mail [REDACTED]

March 5, 2019

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March 5, 2019

Ms. Kelly Cook-Andress  
President  
Senior Living NP, LLC  
501 Plush Mill Road  
Wallingford, Pennsylvania 19086

RE: Plush Mills  
Second and Fourth Floors  
License #: 131040

Dear Ms. Cook-Andress:

As a result of the Department's Bureau of Human Services Licensing inspection on June 28 and 29, 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,

A handwritten signature in cursive script that reads "Patricia Adams".

Patricia Adams  
Regional Licensing Director

Enclosure  
Violation Report



Violation Report: 13104 - 06/28/2018 - Braswell, Natasha  
 PCH Name: PLUSH MILLS

**1. REGULATION 55 Pa.Code §2600**

2600.15(a) - The home shall immediately report suspected abuse of a resident served in the home in accordance with the Older Adults Protective Services Act (35 P.S. Sections 10226.701 - 10226.707) and 6 Pa. Code Sections 15.21 - 15.27 (relating to reporting suspected abuse) and comply with the requirements regarding restrictions on staff persons.

**2a. DESCRIPTION OF VIOLATION**

On 6-21-18, an act of possible verbal abuse was witnessed by staff person A. Staff person A did not report this to staff person B until 6-22-18.

**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 specific changes will be made? All possible allegations of abuse shall be reported in accordance with the older Adults Protective Services Act.  
 Who will make the change? Executive Director  
 When will the change be made? Immediately  
 System implemented & supporting documentation: All staff are mandated to do yearly Relias training (see attached).

1. Why is the regulation important? To protect older adults at risk while responding in the least restrictive way to maintain the older adult's basic rights to self-determination.
2. How was the regulation violated? The staff member did not report the allegation of abuse to her supervisor immediately. (The staff member was counseled – see attached).
3. What caused the violation? A staff member did not report an allegation of verbal abuse immediately to her supervisor
4. What can be done immediately to fix the violation? All allegations of suspected abuse should be reported immediately to a supervisor.
5. What can be done to prevent this in the future? All allegations of suspected abuse should be reported immediately to a supervisor.
6. How often will on going monitoring occur verifying compliance? Relias training is done annually.
7. What type of training and when will the training be completed? Relias training is done annually (see attached).

Repeat Violation: No	Date(s) of Previous Violation(s):	
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Signature of Legal Entity Representative (Required on EVERY Page) *Christina O'Reilly ED/DON*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *CHRISTINA O'REILLY ED/DON* Date *10-15-18*

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

The above plan of correction is approved as of 3/5/19 (Date)

Plan of correction implementation status as of 3/5/19 (Date)

The above plan of correction was approved by *WO* (Initials)

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

Violation Report: 13104 - 06/28/2018 - Braswell, Natasha  
 PCH Name: PLUSH MILLS

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

2a. DESCRIPTION OF VIOLATION  
 While providing 1:1 private duty care, staff person C made a statement in the hallway to resident #1 to "...come on, you are getting on my f\*\*\*ing nerves!"

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 specific changes will be made? In-Service was completed on Dignity & Respect  
 Who will make the change? ADON  
 When will the change be made? Immediately  
 System implemented & supporting documentation: See Attached (residents rights, respect & dignity)


1. Why is the regulation important? All residents should be treated with dignity & respect
2. How was the regulation violated? A private companion was disrespectful to a resident by using inappropriate language
3. What caused the violation? A private companion using inappropriate language
4. What can be done immediately to fix the violation? Staff training
5. What can be done to prevent this in the future? Continue training staff, relias training on residents rights
6. How often will on going monitoring occur verifying compliance? yearly
7. What type of training and when will the training be completed? In-service completed & Relias training on residents rights yearly

Repeat Violation: No	Date(s) of Previous Violation(s):	
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Signature of Legal Entity Representative  
 (Required on EVERY Page) *Christina O'Reilly ED/ADON*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>CHRISTINA O'REILLY ED/ADON</i>	Date <i>10-15-18</i>
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Violation Report: 13104 - 06/28/2018 - Braswell, Natasha  
 PCH Name: PLUSH MILLS

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  
 While providing 1:1 private duty care at approximately 11:00 AM on 06/22/18, staff person C was witnessed using her phone. This is a breach of privacy.

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 specific changes will be made? Staff will be in-serviced on cell phone policy & confidentiality  
 Who will make the change? ADON  
 When will the change be made? Immediately  
 System implemented & supporting documentation: Attached Cell Phone Policy & Confidentiality

1. Why is the regulation important? All residents are entitled to the care giver undivided attention and should not be on their cell phones
2. How was the regulation violated? A private companion was on her cell phone while taking care of a resident
3. What caused the violation? A private companion was on her cell phone while taking care of a resident
4. What can be done immediately to fix the violation? Staff was in-serviced
5. What can be done to prevent this in the future? Rounding by supervisors and if necessary disciplinary action
6. How often will on going monitoring occur verifying compliance? daily
7. What type of training and when will the training be completed? Cell Phone Policy & Confidentiality

Repeat Violation: No	Date(s) of Previous Violation(s):	
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Signature of Legal Entity Representative (Required on EVERY Page) *Christina O'Kelly ED/DON*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *CHRISTINA O'KELLY ED/DON* Date *10-15-18*

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