



pennsylvania
DEPARTMENT OF HUMAN SERVICES

NOV 29 2018

Mr. Hal K. Waldman
President
Norbert, Inc.
1326 Freeport Road, Suite 100
Pittsburgh, Pennsylvania 15238

RE: Norbert Residential Care Facility
2413 Norbert Drive
Pittsburgh, Pennsylvania 15234
Certificate #: 430510

Dear Mr. Waldman:

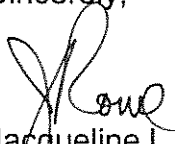
As a result of the Department's Bureau of Human Services Licensing annual inspection on July 18, 2018 and July 19, 2018, of the above facility, the violations with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed License Inspection Summary were found.

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.

In an effort to improve our licensing processes, the Bureau of Human Services Licensing is soliciting feedback about your recent human services licensing inspection experience. To participate in the online provider survey, launch your web browser and go to https://www.surveymonkey.com/r/BHSL_Inspection.

The survey is brief and will only take about 5 minutes to complete. Your participation in the survey is completely voluntary and all of your responses will be kept confidential. The responses will be reviewed as part of an aggregate of provider inspection responses. Thank you in advance for providing feedback.

Sincerely,



Jacqueline L. Rowe
Director

Enclosure
License Inspection Summary

Violation Report: 43051 - 07/18/2018 - Mulick, Cindy
 PCH Name: NORBERT RESIDENTIAL CARE FACILITY

1. REGULATION 55 Pa.Code §2600
 2600.132(e) - A fire drill shall be held during sleeping hours once every 6 months.

2a. DESCRIPTION OF VIOLATION

The last 2 sleeping hour fire drills were conducted 7/31/17 at 6:27 a.m., and 4/27/18 at 6:25 a.m.

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.

1. Maintenance man who conducts monthly drills has been inserviced on conducting at sporadic times throughout the shift.
2. Last sleeping hour fire drill was conducted at 3:50 am (see enclosed log)
3. Admin will initial Fire log monthly to ensure drills are conducted at different times during sleeping hours. (Records will be kept.)

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 NOV 07 2018

See page 2a of 5

WEST VIRGINIA UNIVERSITY
 DEPARTMENT OF FIRE SAFETY

Repeat Violation: Yes	Date(s) of Previous Violation(s):	07/12/2017 ET AL
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Signature of Legal Entity Representative (Required on EVERY Page) *Mary Deerns*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Mary Deerns, Administrator* Date *11-7-18*

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

The above plan of correction is approved as of 11/20/18
 (Date)

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

Plan of correction implementation status as of 11/20/18
 (Date)

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

2A

Violation Report: 43051 - 07/18/2018 - Mulick, Cindy
PCH Name: NORBERT RESIDENTIAL CARE FACILITY

1. REGULATION 65 Pa.Code §2800
2800.132(e) - A fire drill shall be held during sleeping hours once every 6 months.

2a. DESCRIPTION OF VIOLATION
The last 2 sleeping hour fire drills were conducted 7/31/17 at 6:27 a.m., and 4/27/18 at 6:25 a.m.

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.

A sleeping hour fire drill was conducted on 9/27/18 at 3:50 AM.

Within 5 days of receipt of the plan of correction: All staff will receive education that a fire drill shall be held during sleeping hours once every 6 months. Documentation of the education shall be kept.

Within 15 days of receipt of the plan of correction: The administrator will develop and implement a tracking system to ensure sleeping hour fire drills are conducted at least once every 6 months.

Immediately: The administrator or designee shall review the fire drill record monthly to ensure a sleeping hour fire drill is conducted at least once every 6 months.

NOV 15 2018

Repeat Violation: Yes Date(s) of Previous Violation(s): 07/12/2017

Signature of Legal Entity Representative (Required on EVERY Page) *Mary Deems*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Mary Deems, Administrator* Date *11-15-18*

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

The above plan of correction is approved as of _____ (Date)

Plan of correction implementation status as of _____ (Date)

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

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

Violation Report: 43051 - 07/18/2018 - Mulick, Cindy
 PCH Name: NORBERT RESIDENTIAL CARE FACILITY

1. REGULATION 55 Pa.Code §2600

2600.132(g) - Fire drills shall be held on different days of the week, at different times of the day and night, not routinely held when additional staff persons are present and not routinely held at times when resident attendance is low.

2a. DESCRIPTION OF VIOLATION

The sleeping hour fire drill conducted on 4/27/18 at 6:25 a.m. had 9 staff persons participating as indicated by the fire drill record. However, the schedule indicates only 4 staff are routinely scheduled to work the night shift.

Fire drill were routinely conducted approximately 15 minutes past 3:00 p.m. as follows:

- 9/27/17 at 3:14 p.m.
- 11/29/17 at 3:12 p.m.
- 1/29/18 at 3:15 p.m.
- 3/28/18 at 3:11 p.m.
- 6/27/18 at 3:17 p.m.

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AMERICAN STATE POLICE OFFICE
 1000 N. 10TH ST. HARRISBURG, PA 17102

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.

1. Maintenance man who conducts monthly drills has been inserviced on conducting drills at sporadic times through out shift.
2. November's fire drill will be conducted on 3-11, records will be kept. Drill is to be conducting at sporadic time on that shift.
3. Admin will initial fire drill log monthly to ensure compliance (records will be kept).

See page 3a of 5

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Mary Deems, Administrator* Date *11-7-18*

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- Partially Implemented - Inadequate Progress
- Not Implemented

3A

Violation Report: 43051 - 07/18/2018 - Mulick, Cindy
PCH Name: NORBERT RESIDENTIAL CARE FACILITY

1. REGULATION 55 Pa. Code 52600
2600.132(g) - Fire drills shall be held on different days of the week, at different times of the day and night, not routinely held when additional staff persons are present and not routinely held at times when resident attendance is low.

2a. DESCRIPTION OF VIOLATION

The sleeping hour fire drill conducted on 4/27/18 at 6:25 a.m. had 9 staff persons participating as indicated by the fire drill record. However, the schedule indicates only 4 staff are routinely scheduled to work the night shift.

Fire drill were routinely conducted approximately 15 minutes past 3:00 p.m. as follows:

- 9/27/17 at 3:14 p.m.
- 11/29/17 at 3:12 p.m.
- 1/29/18 at 3:15 p.m.
- 3/28/18 at 3:11 p.m.
- 6/27/18 at 3:17 p.m.

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.

The most recent sleeping hour fire drill, conducted 9/27/18 at 3:50 AM, included 4 staff persons participating. The last 3 fire drills were conducted on 8/29/18 at 3:15 PM, 9/27/18 at 3:50 AM and 10/26/18 at 10:15 AM.

Within 5 days of receipt of the plan of correction: All staff persons will receive education that fire drills shall be held on different days of the week, at different times of the day and night, not routinely held when additional staff persons are present and not routinely held at times when resident attendance is low. Documentation of the education shall be kept.

Immediately; The administrator or designee shall review the fire drill record monthly to ensure fire drills are held on different days of the week, at different times of the day and night, not routinely held when additional staff persons are present and not routinely held at times when resident attendance is low.

NOV 15 2018

Repeat Violation; No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
(Required on EVERY Page) *Mary Deems*

Printed Name and Title of Legal Entity Representative
(Required on EVERY Page) *Mary Deems Administrator* Date *11-15-18*

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Violation Report: 43051 - 07/18/2018 - Mulick, Cindy
 PCH Name: NORBERT RESIDENTIAL CARE FACILITY

1. REGULATION 55 Pa.Code §2500

2600.132(h) - Residents shall evacuate to a designated meeting place away from the building or within the fire-safe area during each fire drill.

2a. DESCRIPTION OF VIOLATION

Resident and staff interviews indicate not all residents, including resident #1, are evacuated during fire drills. Interviews indicate residents who refuse or require more than one staff person to assist with evacuation remain in their rooms with a pillow placed outside of the door.

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.

1. Staff have been inserviced on regulation 2600.132(h).
 monthly *JW* 11/20/18
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2. Designee will monitor fire drill and check rooms upon completion of drill to maintain compliance
3. Employees taught on orientation of fire drills and regulation 2600.132(h).

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NOV 07 2018

WEST VIRGINIA DEPARTMENT OF HEALTH & HUMAN SERVICES
 DIVISION OF LICENSING (304) 251-3100

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Printed Name and Title of Legal Entity Representative
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- Partially Implemented - Inadequate Progress
- Not Implemented

Violation Report: 43051 - 07/18/2018 - Mulick, Cindy
 PCH Name: NORBERT RESIDENTIAL CARE FACILITY

1. REGULATION 55 Pa.Code §2500

2600.185(a) - The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.

2a. DESCRIPTION OF VIOLATION

On 7/18/18, the glucometer for resident #2 was not set to the correct date and time.

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.

1. On 7-19-18 new glucometer was obtained from pharmacy for resident #2.
2. Glucometers are checked by nurses weekly to ensure accurate date & time on glucometers.
3. Results checked with Med. records to ensure compliance with each individual machine. Records are kept.

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NOV 07 2018

WEST PHARMACY AND OPTICAL
 1100 W. 10th St. Erie, PA 16590

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Mary Deems, Administrator</i>	Date <i>11-7-18</i>
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