



pennsylvania
DEPARTMENT OF HUMAN SERVICES

JAN 23 2019

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

RE: Rose Tree Place
500 Sandy Bank Road
Media, Pennsylvania
License #: 132810

Dear Mr. Barnes:

As a result of the Department's Bureau of Human Services Licensing annual inspection on September 5, 2018 and September 6, 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.

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.

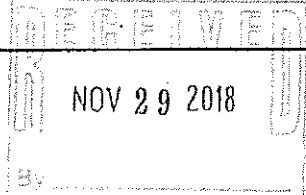
Sincerely,

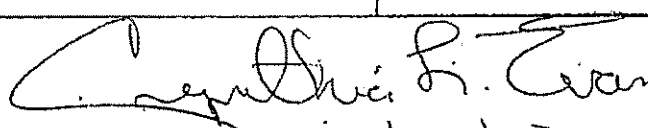
A handwritten signature in black ink, appearing to read "J. Rowe".

Jacqueline L. Rowe
Director

Enclosure
Violation Report

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

PCH Name: ROSE TREE PLACE		License Number: 13281
Address: 500 SANDY BANK ROAD, MEDIA, PA 19063		County: Delaware
Administrator: Cindy Evans		Region: SOUTHEAST
Legal Entity Name: WATERMARK OPERATOR LLC		
Legal Entity Address: 2020 WEST RUDASILL ROAD, TUCSON, AZ 85704		
Certificate(s) of Occupancy C-2 LP 03/04/1998 PA Dept of LI		
Staffing Hours		
Resident Support: 126	Total Daily Staff: 340	Working Staff: 255
Type of Inspection: Full	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s) Renewal		
On-Site Inspections Dates and Department Representatives On-Site 09/05/2018: Freeman, Sabrina; Thomas, Tahesia 09/06/2018: Freeman, Sabrina; Thomas, Tahesia		
Off-Site Inspection Dates and Inspectors, if Applicable		
Other Details		
Partial or Full Triggers:		Random Indicators:
Resident Demographic Data as of Inspection Dates		
Licensed Capacity: 149 Number of Residents Served: 126 Secured Dementia Care Unit In Home: Yes Area: Memory Care 1st floor Secured Dementia Unit Capacity, if Applicable: 26 Number of Residents Served in Secured Dementia Care Unit, if applicable: 23 Number of Current Hospice Residents: 10 Number of Hospice Residents in past year: 31	Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 124 Have Mental Illness: 2 Have an Intellectual Disability: 0 Have a Mobility Need: 88 Have a Physical Disability: 1	

 / Executive Director
 11/29/18

Violation Report: 13281 - 09/05/2018 - Freeman, Sabrina
 PCH Name: ROSE TREE PLACE

1. REGULATION 55 Pa.Code §2600
 2600.51 - Criminal history checks and hiring policies shall be in accordance with the Older Adult Protective Services Act (OAPSA) (35 P.S. §§ 10225.101-10225.5102) and 6 Pa.Code Chapter 15 (relating to protective services for older adults).

2a. DESCRIPTION OF VIOLATION
 Staff person A was hired 11/6/2017. The home did not apply for a criminal background check of staff person A until 11/9/2017.

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 was the root cause of the violation?

The criminal background check for Staff person A, who was hired on 11/06/2017 was not requested until after the date of hire, 11/09/2017. Criminal background checks and the Older Adult Protective Services Act, (OAPSA) requires when hiring a new employee, the home must request a criminal background check from the Pennsylvania State Police and FBI on or before the first day of work.

What was done to immediately correct the violation?

Because the violation was a date driven, the community was not able to correct the background check.

What will be done to ensure the violation does not reoccur?

In-services on Criminal Background checks and hiring policies we conducted to review both DHS 2600.51 and the PA Department of Aging hiring requirements. The in-service, with all department heads, was completed on October 1, 2018, see attachment A. In addition to in-services, the HR Designee will be responsible for auditing each new hire folder, prior to orientation, to verify that criminal background checks are dated at or before the date of hire.

Who will be responsible for monitoring and compliance?

Hiring Department Head, HR Designee, Executive Director

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Cynthia L. Evans*

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) *Cynthia L. Evans Director* Date *11/29/2018*

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

The above plan of correction is approved as of *11/9/19*
 (Date)

The above plan of correction was approved by *[Signature]*
 (Initials)

Plan of correction implementation status as of *11/9/19*
 (Date)

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

Violation Report: 13281 - 09/05/2018 - Freeman, Sabrina
 PCH Name: ROSE TREE PLACE

1. REGULATION 55 Pa.Code §2600

2600.91 - Telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control, local emergency management and personal care home complaint hotline shall be posted on or by each telephone with an outside line.

2a. DESCRIPTION OF VIOLATION

The telephone in resident #1's bedroom does not have emergency telephone numbers posted nearby.

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 was the root cause of the violation?

Emergency phone numbers were not posted near the resident's bedroom phone.

What was done to immediately correct the violation?

An emergency sticker was immediately placed on the resident's phone.

What will be done to ensure the violation does not reoccur?

An in-service was held with all department heads to review regulation 2600.91, see attachment B. To prevent any reoccurrence, the move-in coordinator will be responsible for ensuring, at the time of move-in, that residents receive emergency stickers on their phones.

Who will be responsible for monitoring and compliance?

Move-In Coordinator, Marketing Director, Executive Director

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative
 (Required on EVERY Page)

Cynthia L. Evans

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page)

Cynthia L. Evans Executive Director

Date

11/29/2018

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

The above plan of correction is approved as of

11/9/18
 (Date)

Plan of correction implementation status as of

1/9/19
 (Date)

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

The above plan of correction was approved by

[Signature]
 (Initials)