



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

Sent via e-mail  
Sent via e-mail

April 16, 2019

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 September 24, 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 "Mia Johnson".

Mia Johnson  
Human Services Licensing Supervisor

Enclosure  
Violation Report



Violation Report: 13280 - 09/24/2018 - Braswell, Natasha  
 PCH Name: BLUE BELL PLACE

**1. REGULATION 55 Pa.Code §2600**

2600.42(b) - A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

**2a. DESCRIPTION OF VIOLATION**

Staff person A reported that she stole monetary funds and credit cards from resident #1, resident #2, and resident #3 while providing care and service to the residents.

**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 attachment #1.

See attached 4/16/19

*MJ*

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative  
 (Required on EVERY Page)

*Anda C. Suso*

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

*Anda C. Suso, PCHA, ES*

Date *4/9/19*

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

The above plan of correction is approved as of 4/16/19  
 (Date)

Plan of correction implementation status as of 4/16/19  
 (Date)

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

The above plan of correction was approved by

*MJ*  
 (Initials)

**Violation Report:** 13280-09/24/2018 – Braswell, Natasha

**PCH Name:** BLUE BELL PLACE

**License Number:** 13280

**Address:** 777 Dekalb Pike, Blue Bell, PA 19422

**County:** Montgomery

**1. REGULATION 55 Pa. Code §2600**

2600.42 (b)- A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

**2a. DESCRIPTION OF VIOLATION**

Staff person A reported that she stole monetary funds and credit cards from resident #1, resident #2, and resident #3 while providing care and service to the residents.

**3. PLAN OF CORRECTION (POC)**

**-What caused the violation?** Several residents reported cash and credit cards missing from their apartments on or around August 18, 2018. The facility notified the local police department on a non-emergency line and worked with a detective to conduct an investigation into the missing money, ID and credit cards. The facility, residents and their families collaborated with police to identify the person who misused their credit cards. Once the employee was identified, the police came in to speak with the suspect on August 30, 2018. During the discussion with police the suspect confessed to taking the money, ID and credit cards of each one the residents who reported items missing.

**-What can be done right away to fix the violation?** The employee was terminated. The police continued with their investigation and prosecuted the suspect.

**-What can be done to prevent future violations of this nature?** Education regarding resident abuse, neglect and exploitation was provided for all staff. Blue Bell Place will continue its thorough pre-screening which includes each applicant taking a personality test, screening based on experience and test results, two interviews, passing a criminal background check and providing two references. The Executive Director and department managers will continue education regarding resident abuse, neglect and exploitation on a quarterly basis.

Communication with residents and families will continue on a quarterly basis via letters, family nights or resident council to educate families on the risks of abuse, neglect and exploitation and what to do if they suspect they have been victimized.

**-Who will be responsible for ensuring the POC is implemented and that future violations are prevented?**

The Executive Director and department directors will ensure the training and education for staff and residents/family members continues. The ED and department directors will ensure the hiring process is closely followed. Documentation of training will be kept for three years. Within 30 days of receipt of the POC the home will notify all residents and families about the recent theft and resolution and advise them on safekeeping of resident's belongings, strongly recommending the use of lock boxes in the resident's rooms and availability of the home's safe. A copy of the letter will be forwarded to the

Department 4/16/19 *MD*

**Signature of Legal Entity Representative**

*Anda Durso*

**Printed Name and Title of Legal Entity Representative**

ANDA DURSO, PERSONAL CARE ADMINISTRATOR

**Date:**

4/9/19

Violation Report: 13280 - 09/24/2018 - Braswell, Natasha  
 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  
 Various staff were seen by resident # 2 and resident #3 entering their rooms all hours of the night stating disrupting their rest. The staff were collecting the trash.

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 attachment # 2

See attached 4/16/19 *MG*

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Anda C. Surso, RHA, ED</i>	Date <i>4/9/19</i>
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The above plan of correction is approved as of <u>4/16/19</u> (Date)	Plan of correction implementation status as of <u>4/16/19</u> (Date)
The above plan of correction was approved by <u><i>MG</i></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:** 13280-09/24/2018 – Braswell, Natasha

**PCH Name:** BLUE BELL PLACE

**License Number:** 13280

**Address:** 777 Dekalb Pike, Blue Bell, PA 19422

**County:** Montgomery

<p><b>2. REGULATION 55 Pa. Code §2600</b> 2600.42 (c)- A resident shall be treated with dignity and respect.</p>	
<p><b>2a. DESCRIPTION OF VIOLATION</b> Various staff were seen by resident #2 and resident #3 entering their rooms during all hours of the night disrupting their rest. The staff were collecting the trash.</p>	
<p><b>4. PLAN OF CORRECTION (POC)</b></p> <p><b>-What caused the violation?</b> Blue Bell Place’s staff check in on residents during the overnight shift every two hours for assurance checks. The two residents reported during this inspection that they do not like to be checked on or disturbed during the night. They stated that when the overnight staff removed the trash from their rooms it was too noisy.</p> <p><b>-What can be done right away to fix the violation?</b> The two residents’ care plans were updated with their preferences to not be disturbed during the night unless they ring their pendant. The overnight staff were coached by the PC Program Director on respecting resident’s rights and their wishes to not be disturbed.</p> <p><b>-What can be done to prevent future violations of this nature?</b> Blue Bell Place’s team was re-educated on residents’ rights and sensitivity to residents’ needs. The Executive Director or Designee will continue training the Blue Bell Place staff on residents’ rights on a quarterly basis. All new caregivers will be trained about being sensitive to the residents’ wishes and try not to wake them up while conducting assurance checks and to remove trash only after a reasonable morning hour.</p> <p><b>-Who will be responsible for ensuring the POC is implemented and that future violations are prevented?</b> The Executive Director and Department Directors will continue speaking with residents to solicit feedback about the care being delivered and courtesy shown by all staff.</p> <p>Documentation of trainings will be kept for three years 4/16/19 <i>mg</i></p>	
<p><b>Signature of Legal Entity Representative</b> </p>	
<p><b>Printed Name and Title of Legal Entity Representative</b> ANDA DURSO, PERSONAL CARE ADMINISTRATOR</p>	<p><b>Date:</b> 4/9/19</p>

Violation Report: 13280 - 09/24/2018 - Braswell, Natasha  
 PCH Name: BLUE BELL PLACE

1. REGULATION 55 Pa.Code §2600  
 2600.85(a) - Sanitary conditions shall be maintained.

2a. DESCRIPTION OF VIOLATION  
 On 9-24-18, at 1:30 pm, there was a strong sewage smell located throughout the entire 2nd floor of the home.

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 attachment #3.

See attached 4/16/19 *MCJ*

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Anda C. Susso</i>	Date <i>4/9/19</i>
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The above plan of correction was approved by <u><i>MCJ</i></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


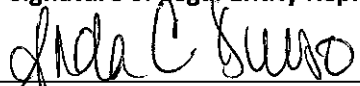
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**PCH Name:** BLUE BELL PLACE

**License Number:** 13280

**Address:** 777 Dekalb Pike, Blue Bell, PA 19422

**County:** Montgomery

<p><b>3. REGULATION 55 Pa. Code §2600</b> 2600.85 (a)- Sanitary conditions shall be maintained.</p>	
<p><b>2a. DESCRIPTION OF VIOLATION</b> On 9/24/18 at 1:30 pm there was a strong sewage smell located throughout the entire 2<sup>nd</sup> floor of the home.</p>	
<p><b>5. PLAN OF CORRECTION (POC)</b></p> <p><b>-What caused the violation?</b> The facility requested the Township Sewer Authority to come out and assess the situation and they informed us that there were no issues with the sewage and drainage lines. The following day, a plumber investigate the source of the smell. The main stack pipe on the roof which has six peripheral lines connected to it was knocked down (six inches lower than usual) on the roof by the recent heavy rains. This caused the other pipes which release gases from the sewage/plumbing to get backed up and trap smells in the community.</p> <p><b>-What can be done right away to fix the violation?</b> The plumber repositioned and secured the main stack pipe with several hardware to prevent it from collapsing again (see attached service invoice). The smell dissipated within a day.</p> <p><b>-What can be done to prevent future violations of this nature?</b> This was an unpredictable situation caused by heavy rains and winds. The Maintenance Director conducts regular property inspections, which include the roof. Since this incident occurred, the Maintenance Director or his assistant/designee have been checking the roof after heavy storms.</p> <p><b>-Who will be responsible for ensuring the POC is implemented and that future violations are prevented?</b> The Maintenance Director or designee will continue conducting routine inspections of the property including the roof. The reports of the property and plant inspections are submitted monthly to the Executive Director for review.</p> <p>Documentation of inspections will be kept for three years 4/16/19 </p>	
<p><b>Signature of Legal Entity Representative</b> </p>	
<p><b>Printed Name and Title of Legal Entity Representative</b> ANDA DURSO, PERSONAL CARE ADMINISTRATOR</p>	<p><b>Date:</b> 4/9/19</p>

Violation Report: 13280 - 09/24/2018 - Braswell, Natasha  
 PCH Name: BLUE BELL PLACE

**1. REGULATION 55 Pa.Code §2600**  
 2600.227(d) - Each home shall document in the resident's support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident's physician, physician's assistant or certified registered nurse practitioner, determine the necessity of these services.

**2a. DESCRIPTION OF VIOLATION**  
 The assessment for resident #1 documents that resident #1 is a fall risk and needs regular checks. The home does not document when the checks are completed.  
  
 The assessment for resident #3 documents the need for a auditory hearing device, which is not in good repair. The home did not update the RASP to communicate the condition of the hearing device, which causes communication challenges for the resident.

**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 attachment #4.

See attached 4/16/19 *mgj*

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

Printed Name and Title of Legal Entity Representative  
 (Required on EVERY Page) *Anda C. Surso, PCH/A, ED* Date *4/9/19*

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 (Date)

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

Plan of correction implementation status as of 4/16/19  
 (Date)

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- Partially Implemented - Adequate Progress
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**Violation Report:** 13280-09/24/2018 – Braswell, Natasha

**PCH Name:** BLUE BELL PLACE

**License Number:** 13280

**Address:** 777 Dekalb Pike, Blue Bell, PA 19422

**County:** Montgomery

<p><b>4. REGULATION 55 Pa. Code §2600</b> 2600.227 (d)- Each home shall document in the resident's support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident's physician, physician's assistant or certified registered nurse practitioner, determine the necessity of these services.</p>	
<p><b>2a. DESCRIPTION OF VIOLATION</b> The assessment for resident #1 documents that resident #1 is a fall risk and needs regular checks. The home does not document when the checks are completed.</p> <p>The assessment for resident #3 documents the need for an auditory hearing device, which is not in good repair. The home did not update the RASP to communicate the condition of the hearing device, which causes communication challenges for the resident.</p>	
<p><b>6. PLAN OF CORRECTION (POC)</b> Documentation of audits will be kept for three years 4/16/19 <i>MJ</i></p> <p><b>-What caused the violation?</b> Resident #1 was admitted in July 2018 and was initially thought to be a fall risk. Since her admission the resident had no falls and was able to utilize her help pendant to request assistance. Resident #1 is very independent and does not like intrusions into her privacy (hence the complaint about being disturbed in the middle of the night). Resident #3's hearing aid had recently broken and her responsible party was notified that an appointment was required to have the device repaired. The responsible party had not yet made an appointment with an audiologist.</p> <p><b>-What can be done right away to fix the violation?</b> Resident #1 had a care conference scheduled two days later, on 9/26/18 at 5:30 pm. Her RASP was updated to reflect that the resident can transfer herself. Because the resident is quite independent and requested not to be disturbed in the night, the RASP was updated as well as a sign on her door that is she requires assistance she will push her pendant. Resident #3's hearing aid was mailed into Trutone, the manufacturer, on 10/31/18 for repair as there were no providers in Blue Bell area who could complete the repair. On 11/14/18, the resident received a new hearing device.</p> <p><b>-What can be done to prevent future violations of this nature?</b> The nursing team and the PC Program Director were re-educated on the importance of updating RASPs more frequently, especially when residents have updated needs. The Program Director or Resident Care Director will update the RASP when a resident's care needs change.</p> <p><b>-Who will be responsible for ensuring the POC is implemented and that future violations are prevented?</b> The Resident Care Director, Executive Director or Designee will conduct quarterly audits of resident RASPs to ensure ongoing compliance. The results of the audits will be reviewed at the Quality Improvement meetings.</p>	
<p><b>Signature of Legal Entity Representative</b> <i>Anda C. Durso</i></p>	
<p><b>Printed Name and Title of Legal Entity Representative</b> ANDA DURSO, PERSONAL CARE ADMINISTRATOR</p>	<p><b>Date:</b> 4/9/19</p>