



May 22, 2019

Mr. Robert J. Baker  
Chief Executive Officer  
Keystone Service Systems, Inc.  
4391 Sturbridge Drive  
Harrisburg, Pennsylvania 17110

RE: Market Street Specialized  
Community Residence  
1926 East Market Street  
York, Pennsylvania 17402  
Certificate #: 312380

Dear Mr. Baker:

As a result of the Department's Bureau of Human Services Licensing annual inspection on October 2, 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](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 that reads "J. Rowe". The signature is stylized and cursive.

Jacqueline L. Rowe  
Director

Enclosure  
Violation Report



Violation Report: 31238 - 10/02/2018 - Cargile, Kellie  
 PCH Name: MARKET STREET SPECIALIZED COMMUNITY RESIDENCE

**1. REGULATION 55 Pa. Code §2600**  
 2600.105(g)(1) - To reduce the risks of fire hazards, lint shall be removed from the lint trap and drum of clothes dryers after each use.

**2a. DESCRIPTION OF VIOLATION**  
 On 10/2/18, there was an accumulation of lint in the lint trap of the Whirlpool dryer in the basement.


**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 sign is posted reminding everyone in the household to clean the lint filter both before and after doing a load. Reminders will be given to individuals weekly when they are doing their laundry about cleaning the lint trap with explanation about the risks to fire safety if lint builds up in the trap. Checks will be done during the day/evening when laundry is being done and documented on a clip board by the dryer, beginning 11/8/18.

(Please see attachment #1)

|                      |                                   |  |  |  |
|----------------------|-----------------------------------|--|--|--|
| Repeat Violation: No | Date(s) of Previous Violation(s): |  |  |  |
|----------------------|-----------------------------------|--|--|--|

Signature of Legal Entity Representative  
 (Required on EVERY Page)



|  |              |
|--|--------------|
| Printed Name and Title of Legal Entity Representative <b>Robert J. Baker</b><br>(Required on EVERY Page) | Date 4-11-19 |
|--|--------------|

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

|   |   |
|---|---|
| The above plan of correction is approved as of <u>4/26/19</u><br>(Date) | Plan of correction implementation status as of <u>4/26/19</u><br>(Date)   |
| The above plan of correction was approved by <u>GE</u><br>(Initials)    | <input type="checkbox"/> Fully Implemented<br><input checked="" type="checkbox"/> Partially Implemented - Adequate Progress<br><input type="checkbox"/> Partially Implemented - Inadequate Progress<br><input type="checkbox"/> Not Implemented |

Violation Report: 31238 - 10/02/2018 - Cargile, Kellie  
 PCH Name: MARKET STREET SPECIALIZED COMMUNITY RESIDENCE

1. **REGULATION 55 Pa. Code §2600**  
 2600.141(a)(2) - The medical evaluation must include the following: (1) through (10)

2a. **DESCRIPTION OF VIOLATION**  
 The medical evaluation for Resident #1, dated 7/18/18, does not include the resident's health status or cognitive functioning.

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.*

Program Administrator (or designee) will review Medical Evaluations and identify areas that can be completed prior to submitting to the physician. Prior to leaving the physician office, all other areas will be reviewed and identified for the physician to complete. The Program Administrator (or designee) will review the Medical Evaluation and if additions are needed, the Program Administrator will facilitate the update with the physician. Effective immediately, beginning 11-18-2018.

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Violation Report: 31238 - 10/02/2018 - Cargile, Kellie  
PCH Name: MARKET STREET SPECIALIZED COMMUNITY RESIDENCE

**1. REGULATION 55 Pa. Code §2600**

2600.141(b)(1) - A resident shall have a medical evaluation at least annually.

**2a. DESCRIPTION OF VIOLATION**

Resident #1's last medical evaluation was completed on 7/18/18. The previous evaluation was dated 1/19/17.

Resident #2's last medical evaluation was completed on 7/13/18. The previous evaluation was dated 5/15/17.

**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 new Date Tracking system was instituted on October 24-2018, where the Program Administrator will start to schedule Medical Evaluations 90 days before the due date to ensure a window of leeway is available for individuals who often cancel and reschedule their appointments. For individuals who are resistant to obtaining healthcare, additional management support will be sought by the Program Administrator at the 45 day mark, once documented multiple attempts to obtain healthcare appointments for completion of the Medical Evaluation. Notification to the County and case management will also occur at the 30 day mark, about the need to review requirements for residential placement at the home, in order to obtain the required annual medical evaluation documentation.

The administrator will audit all resident records to ensure that each resident has had a medical evaluation within the past year. Any resident whose medical evaluation is overdue will have a new evaluation completed as soon as possible and annually thereafter. The audit will be conducted within 30 days of the receipt of the approved POC. - GE, 4/26/19

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative  
(Required on EVERY Page)

Printed Name and Title of Legal Entity Representative **Robert J. Baker**  
(Required on EVERY Page)

Date 4-11-19

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(Date)

Fully Implemented

Partially Implemented - Adequate Progress

Partially Implemented - Inadequate Progress

Not Implemented

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(Initials)

Violation Report: 31238 - 10/02/2018 - Cargile, Kellie  
 PCH Name: MARKET STREET SPECIALIZED COMMUNITY RESIDENCE

**1. REGULATION 55 Pa. Code §2600**  
 2600.144(c)(1) - Proper safeguards inside and outside of the home to prevent fire hazards involved in smoking, including providing fireproof receptacles and ashtrays, direct outside ventilation, no interior ventilation from the smoking room through other parts of the home, extinguishing procedures, fire resistant furniture both inside and outside the home and fire extinguishers in the smoking rooms.

**2a. DESCRIPTION OF VIOLATION**  
 The home's designated smoking area is located on the back patio and features two receptacles for cigarette butts. At the time of the inspection, 5 cigarette butts were found on the porch floor.

**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 sign was posted outside in the smoking area on 10-24-2018 as a reminder to residents to throw butts into the ashtrays provided. Employees will also give reminders to individuals daily in the smoking areas, explaining the risks to fire safety. Effective immediately, as of 10-24-2018. It should be noted that the staff monitor the smoking area on a regular basis, at least 3 times a day, during each shift.

The results of the staff monitoring of the smoking area will be included in the home's next quality management review. - GE, 4/26/19

|                       |                                   |            |  |  |
|-----------------------|-----------------------------------|------------|--|--|
| Repeat Violation: Yes | Date(s) of Previous Violation(s): | 10/19/2017 |  |  |
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Violation Report: 31238 - 10/02/2018 - Cargile, Kellie  
PCH Name: MARKET STREET SPECIALIZED COMMUNITY RESIDENCE

**1. REGULATION 55 Pa. Code §2600**

2600.187(a) - A medication record shall be kept to include the following for each resident for whom medications are administered:

- (1) Resident's name.
- (2) Drug allergies.
- (3) Name of medication.
- (4) Strength.
- (5) Dosage form.
- (6) Dose.
- (7) Route of administration.
- (8) Frequency of administration.
- (9) Administration times.
- (10) Duration of therapy, if applicable.
- (11) Special precautions, if applicable.
- (12) Diagnosis or purpose for the medication, including pro re nata (PRN).
- (13) Date and time of medication administration.
- (14) Name and initials of the staff person administering the medication.

**2a. DESCRIPTION OF VIOLATION**

On 10/2/18, at approximately 1:30 pm, the medication administration record for Resident #1's Aspirin EC 81mg and Daily Vite to be administered at 4:00 pm was initialed as being given.

**3. PLAN OF CORRECTION (POC)** (Attach pages as necessary. Remember that you must sign and date any attached pages.)

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The individual staff who signed the initials as noted above, had reported she signed in the incorrect box. She was educated about making sure she is initialing in the correct box. It was recommended that she use a ruler, if necessary, to follow the box's across on the medication administration record to make sure the initials are placed in the correct box.

All Staff will be reminded and re-educated during their medication administration observation time, 2 times a year, by the Program Administrator, the proper procedures to give medications, as well as, reminding staff of the time frames when medications can be given. The Program Administrator will also remind staff to double check that they are signing off in the right box, of medications that were given. This will begin immediately, as of 10-24-2019.

|  |                                   |  |                     |
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