



MAILING DATE: November 26, 2018

Mr. Luis Serrano
President
The Haven at North Hills, LLC
114 Pacifica, Suite 310
Irvine, California 92618

RE: The Haven at North Hills
One Windsor Way
Pittsburgh, Pennsylvania 15237
License #: 449380

Dear Mr. Serrano:

As a result of the Department's Bureau of Human Services Licensing inspection on October 29, 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.

Sincerely,

A handwritten signature in black ink, appearing to read "Larry Mazza".

Larry Mazza
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

Violation Report: 44930 - 10/29/2018 - Garrigan, Laurie
PCH Name: THE HAVEN AT NORTH HILLS

Western Region Field Office
Bureau of Human Services Licensing

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

2a. DESCRIPTION OF VIOLATION

On 10/22/18 after lunch, resident #1 had an incontinence accident while in the elevator. Resident #1 resides on the third floor and he/she was on the elevator with resident #2, who resides on the second floor. The two residents are friends, and went to resident #2's bedroom to use the bathroom. Resident #2 was assisting resident #1 in the bathroom, then went into the hall to get assistance. Staff person A, a housekeeper, entered the bathroom and found resident #1 on resident #2's toilet. Staff person A went to get direct care staff person B to assist resident #1. Staff person B arrived and was yelling at resident #1 throughout the incident, "You are not in your own room", "You messed up the bed", "You do not belong on this floor", and "Those pajamas will not fit you". Resident #1 cried after the incident and indicated he/she felt embarrassed.

3. PL. 10.23.2018 Resident #1 reported to administrator that she felt that staff person B "hollered at her" during a situation when Resident #1 was incontinent of bowel in resident #2 apartment. Staff person B walked into Resident #2 room and witnessed Resident #1 having Resident #2 put Resident #2's pants on Resident #1 after Resident #1 was incontinent and needed clean pants. Resident reported that Staff person B said, "this is not your room" and "those pants are not going to fit you". Staff person #2 stated that they may have been talking loudly but was not intentionally hollering. Resident #1 stated that she was upset at how Staff person B said that to her and that she "wants them fired". Staff person B stated that they assisted resident #1 with getting cleaned up and Resident #1 said thank you as staff person #2 walked her to her room

10.23.2018 Staff person B was immediately suspended pending investigation

10.23.2018 Administrator immediately reported incident to DHS, Protective Services and Resident #1 family member.

10.29.2018 DHS was in to investigate incident.

11.9.2018 Staff person B was notified that they are terminated from employment

11.16.2018 All staff was retrained on Resident Rights. See attached

11.16.2018 All staff was retrained on Elder Abuse and reporting Elder Abuse. See attached

Moving forward: Resident Safety questionnaire will be done monthly with randomly picked residents to ensure that resident rights are not being violated in the home. See attached

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

Printed Name and Title of Legal Entity Representative
(Required on EVERY Page) Jennifer Gross Date 11.19.2018

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

The above plan of correction is approved as of 11/19/18
(Date)

JH

The above plan of correction was approved by
(Initials)

Plan of correction implementation status as of 11/19/18
(Date)

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