



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFICATE OF COMPLIANCE

This certificate is hereby granted to CHANDLER HALL HEALTH SERVICES INC
LEGAL ENTITY

To operate CHANDLER HALL HEALTH SERVICES, INC. - HICKS
NAME OF FACILITY OR AGENCY

Located at 99 BARCLAY STREET, NEWTOWN, PA 18940
(COMPLETE ADDRESS OF FACILITY OR AGENCY)

ADDRESS OF SATELLITE SITE ADDRESS OF SATELLITE SITE

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To provide Personal Care Homes
TYPE OF SERVICE(S) TO BE PROVIDED

The total number of persons which may be cared for at one time may not exceed 36
(MAXIMUM CAPACITY)
or the maximum capacity permitted by the Certificate of Occupancy, whichever is smaller.

Secure Dementia Care Unit - 55 Pa.Code §§ 2600.231-239 - Capacity 36

Restrictions: _____

This certificate is granted in accordance with the Human Services Code of 1967, P.L. 31, as amended, and Regulations

55 Pa.Code Chapter 2600: Personal Care Homes
(MANUAL NUMBER AND TITLE OF REGULATIONS)

and shall remain in effect from November 19, 2018 until February 28, 2019,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: **129870**

Robert E. Robinson
ISSUING OFFICER

Carolyn K. Ellison
DEPUTY SECRETARY

NOTE: This certificate is issued for the above site(s) only and is not transferable and should be posted in a conspicuous place in the facility.



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NOV 19 2018

Ms. Dakia McMillian
Executive Director
Chandler Hall Health Services, Inc.
99 Barclay Street
Newtown, Pennsylvania 18940

RE: Chandler Hall Health Services, Inc. - Hicks
License #: 129870

Dear Ms. McMillian:

As a result of the Department's Bureau of Human Services Licensing annual inspection on October 24, 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.

As the result of your home's recent request to adjust the use of the physical space, the Department has granted an approval for a revised license issued under the authority of 55 Pa. Code Ch. 2600 (relating to Personal Care Homes). The approved capacity revision request is a reduction from 60 to 36. The expiration date of the license remains unchanged.

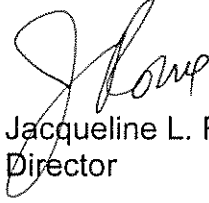
In an effort to improve our licensing processes, the Bureau of Human Services Licensing is soliciting feedback about your recent human services licensing inspection experience. To participate in the online provider survey, launch your web browser and go to https://www.surveymonkey.com/r/BHSL_Inspection.

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.

Ms. Dakia McMillian

The responses will be reviewed as part of an aggregate of provider inspection responses. Thank you in advance for providing feedback.

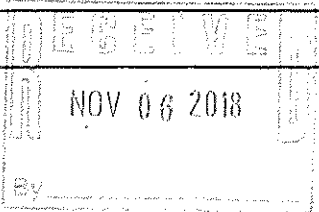
Sincerely,

A handwritten signature in black ink, appearing to read 'J. Rowe', written in a cursive style.

Jacqueline L. Rowe
Director

Enclosure
License
License Inspection Summary

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

PCH Name: CHANDLER HALL HEALTH SERVICES INC HICKS		License Number: 12987
Address: 99 BARCLAY STREET, NEWTOWN, PA 18940		County: Bucks
Administrator: Nora Alba		Region: SOUTHEAST
Legal Entity Name: CHANDLER HALL HEALTH SERVICES INC		
Legal Entity Address: 99 BARCLAY STREET, NEWTOWN, PA 18940		
Certificate(s) of Occupancy I-2 08/13/2018 Newtown Township		
Staffing Hours		
Resident Support: 0	Total Daily Staff: 50	Working Staff: 38
Type of Inspection: Partial	BHA Docket Number:	Notice: Announced
Reason(s) for Inspection(s) Monitoring		
On-Site Inspections Dates and Department Representatives On-Site 10/24/2018: Chung, Youn Hie; Gray, Dean		
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: 60 Number of Residents Served: 25 Secured Dementia Care Unit In Home: Yes Area: the entire home (requesting to decrease the capacity to 36 Secured Dementia Unit Capacity, If Applicable: 36 Number of Residents Served In Secured Dementia Care Unit, If applicable: 0 Number of Current Hospice Residents: 0 Number of Hospice Residents In past year: 7	Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 25 Have Mental Illness: 0 Have an Intellectual Disability: 0 Have a Mobility Need: 25 Have a Physical Disability: 0	

Nora Alba PCA
11/1/18

Violation Report: 12987 - 10/24/2018 - Chung, Youn Hie
 PCH Name: CHANDLER HALL HEALTH SERVICES INC HICKS

1. REGULATION 55 Pa.Code §2600
 2600.42(s) - A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing; changing and medical procedures.

2a. DESCRIPTION OF VIOLATION
 The home has multiple cameras around the campus monitoring the entrances, exits, and parking lots but failed to post a video surveillance sign.

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.

Violation 2600.42(s) as noted above

10/24/2018: The home immediately posted temporary signs at each entrance that the home had video recording of the entrances, exit and parking lots.

10/31/2018: The home place permanent signage at each entrance stating the premises is protected by closed circuit TV. (see Attachment #1)

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Nora Alba P.C.A.*

Printer Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Nora Alba P.C. Administrator</i>	Date <i>11/2/18</i>
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DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of <u>11/6/18</u> (Date) The above plan of correction was approved by <u><i>[Signature]</i></u> (Initials)	Plan of correction implementation status as of <u>11/13/18</u> (Date) <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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Violation Report: 12987 - 10/24/2018 - Chung, Youn Hie
 PCH Name: CHANDLER HALL HEALTH SERVICES INC HICKS

1. REGULATION 55 Pa.Code §2600
 2600.101(j)(2) - Each resident shall have the following in the bedroom: A chair for each resident that meets the resident's needs

2a. DESCRIPTION OF VIOLATION
 Resident room #403 A does not have a chair in the bedroom.

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.

Violation 2600.101j(2): As noted above

10/24/2018 A chair was immediately placed in the resident's room – 403A

10/25/2018: All resident rooms were inspected by the PC Administrator to ensure that all residents had a chair in their room.

10/30/2018 and on going: The Lead Care Partners were educated of regulations 101j1-7 of what is required to be in each residents room. The Lead Care Partners were instructed that when they make daily rounds to report immediately to the Resident Care Coordinators if a resident does not have a chair in their room. (see Attachment #2)


On going: At time of admission the Resident Care Coordinator will inspect the room to ensure all needed furniture/lighting placement and equipment is in the room at time of admission.

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Nora Allen PC Administrator</i>	Date <i>11/2/18</i>
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Violation Report: 12987 - 10/24/2018 - Chung, Youn Hie
 PCH Name: CHANDLER HALL HEALTH SERVICES INC HICKS

1. REGULATION 55 Pa.Code §2600
 2600.101(j)(7) - Each resident shall have the following in the bedroom: An operable lamp or other source of lighting that can be turned on at bedside.

2a. DESCRIPTION OF VIOLATION
 The bed in room #403 A does not have a source of light that can be turned on/off from bedside.

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.

Violation 2600(j)7: as noted above:

10/24/2018: The POA was notified that the room would need to be re arranged in order to place the end table and lamp next to the bed.

10/29/2018: The room was re arranged by Resident Care Coordinator. She placed the end table and lamp next to the bed in room 403.

10/31/2018: The family came in and re arranged the room again to their satisfaction with the bed turned and the lamp and end table next to the bed.

10/30/2018 and On Going: The Lead Care Partners were educated to regulations 101j 1-7 of what is required in each resident's room. The Lead Care Partners were instructed to check daily and if items are not present in the room, they are to notify the Resident Care Coordinator immediately. (see attachment #2)

10/25/2018 and 11/1/2018: The PC Administrator inspected all of the resident rooms to ensure that all residents had a light source within reach of the bed.

On Going: The Resident Care Coordinator will inspect the room prior to a new admission to confirm all needed items are present in the room and in the proper placement in the room.

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Nora Alba PC Administrator</i>	Date <i>11/2/18</i>
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Violation Report: 12987 - 10/24/2018 - Chung, Youn Hie
 PCH Name: CHANDLER HALL HEALTH SERVICES INC HICKS

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 10/24/2018, there was an accumulation of lint in the lint trap of the second dryer in the laundry room.

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.

Violation 2600.105 (g)(1): as noted above.

10/24/2018: The lint was removed immediately from the dryer.

10/25/2018, and 10/29/2018: DCS were educated on the importance of removing Lint from the dry after each use. (see attachment #3)

11/1/2018: A new Lint Policy was developed. (see attachment #4)

By 11/7/2018: All DCS/Housekeeping/Resident Care Coordinators will be educated in the new Lint policy. The new Lint Policy will be followed there after (see attachment #4).

On Going: All New Hires will be educated on the lint policy during orientation.

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Nora Alba PC Administrator</i>	Date <i>11/2/18.</i>
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