



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Sent via e-mail: [REDACTED]

Mailing Date: January 15, 2019

Ms. Colleen E. Fritz
President
Heritage Springs Memory Care Inc.
327 Farley Circle
Lewisburg, Pennsylvania 17837

RE: Heritage Springs Memory Care
License # 225981

Dear Ms. Fritz:

As a result of the Department's Bureau of Human Services Licensing inspection on November 30, 2018 of the above facility, the citations 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 black ink that reads "M. Moskalczyk".

Michele Moskalczyk
Human Services Licensing Supervisor

Enclosure
Violation Report

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

PCH Name: HERITAGE SPRINGS MEMORY CARE		License Number: 22598
Address: 327 FARLEY CIRCLE, LEWISBURG, PA 17837		County: Union
Administrator: Valerie Myers		Region: NORTHEAST
Legal Entity Name: HERITAGE SPRINGS MEMORY CARE INC		
Legal Entity Address: 327 FARLEY CIRCLE, LEWISBURG, PA 17837		
Certificate(s) of Occupancy I-2 10/15/2014 Central Keystone		
Staffing Hours		
Resident Support:	Total Daily Staff: 112	Waking Staff: 84
Type of Inspection: Partial	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s) Incident		
On-Site Inspections Dates and Department Representatives On-Site 11/30/2018: Mendez, Vanessa; Bomberger, Cybil		
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: 64 Number of Residents Served: 56 Secured Dementia Care Unit in Home: Yes Area: Secured Dementia Unit Capacity, if Applicable: 64 Number of Residents Served in Secured Dementia Care Unit, if applicable: 56 Number of Current Hospice Residents: 1 Number of Hospice Residents in past year: 9	Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 56 Have Mental Illness: 0 Have an Intellectual Disability: 0 Have a Mobility Need: 56 Have a Physical Disability: 0	

Violation Report: 22598 - 11/30/2018 - Mendez, Vanessa

PCH Name: HERITAGE SPRINGS MEMORY CARE

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

Resident #1 punched resident #2 in the face on 10/25/2018.
On 11/19/2018 resident #7 grabbed arms of Resident #8 resulting in bruising.

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.

2500.42b

Resident #2 stated that resident #1 punched him in the face. Both residents have dementia. The incident was not witnessed. No injuries noted to either resident. Both Families contacted concerning this statement, and Doctor made aware.

Resident #7 grabbed the arms of resident #8 while resident number #8 was yelling loudly regarding finding her home. Resident #7 told her to "be quiet". Bruises noted on resident #8's wrist. No further injuries noted. Both Families contacted concerning this statement, and Doctor made aware.

Staff instructed to monitor common areas routinely. Staff are conducting additional activities and positive redirection techniques throughout the day. Thus providing a more structured routine and reducing the risk of potential for incidents.

Administrator, resident care directors and other management staff are responsible for monitoring for ongoing compliance.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative
(Required on EVERY Page)

Valerie Myers

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

Valerie Myers

Date

12-21-18

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

The above plan of correction is approved as of 1-2-19
(Date)

The above plan of correction was approved by MM
(Initials)

Plan of correction implementation status as of 1-2-19
(Date)

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

Violation Report: 22598 - 11/30/2018 - Mendez, Vanessa

PCH Name: HERITAGE SPRINGS MEMORY CARE

1. REGULATION 55 Pa.Code §2600

2600.42(c) - A resident shall be treated with dignity and respect.

2a. DESCRIPTION OF VIOLATION

Staff Person A did not treat residents with dignity and respect. Staff member A stated to resident #3 that she did not know why she was arguing with someone who had a brain disease and used vulgar language in front of residents # 3, 4, 5, and 6.

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.

2600.42c

Staff person A was overheard by another staff person making disrespectful statements and vulgar language in front of resident #3,4,5 and 6 . Other staff person immediately reported to supervisor. Staff person A was immediately suspended and then terminated.

Since this staff person was hired a new orientation process has been implemented requiring the staff to have a seasoned staff mentor. Staff will continue to have trainings on resident rights, upon hire and annually. Administrator will monitor for compliance with resident rights.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative
(Required on EVERY Page)

Valerie Myers

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

Valerie Myers

Date

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Violation Report: 22598 - 11/30/2018 - Mendez, Vanessa

PCH Name: HERITAGE SPRINGS MEMORY CARE

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

There are 7 cameras recording internal areas of the home that are not restricted to staff only. Cameras in the Memory Lane sun room, activity room, and dining room show residents being recorded.

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.

Cameras in common areas with exits, have been turned off at the time of inspection and verified by inspector. Cameras are used to monitor entrance and exit doors. Signs of cameras being used are posted in all areas that have cameras and in the main entranceway. In regards to violation of §2600.42(s), no cameras existed in resident rooms. (Also, no resident was bathed, dressed, or given medications in the sun room, activity room, or dining room.) Admin Staff have been retrained on, regarding §2600.42(s) and all resident rights. All new employees will continue to be trained on resident rights upon hire. Resident Rights will be monitored by Resident Care Directors and Administrator.

Attached training

Repeat Violation: Yes	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative (Required on EVERY Page)	<i>Valerie Myers</i>
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Printed Name and Title of Legal Entity Representative (Required on EVERY Page)	Date
<i>Valerie Myers</i>	<i>12-21-18</i>

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