



MAILING DATE: March 29, 2019

Ms. Carol A. Strejcek
Executive Director
Concordia Lutheran Ministries, Inc.
1460 Renton Road
Pittsburgh, Pennsylvania 15239

RE: Concordia at Ridgewood Place
License #430040

Dear Ms. Strejcek:

As a result of the Department's Bureau of Human Services Licensing inspection on December 19, 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, appearing to read "Jason Williams", is written over a thin, light-colored horizontal line.

Jason Williams
Human Services Licensing Supervisor

Enclosure
Violation Report

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

PCH Name: CONCORDIA AT RIDGEWOOD PLACE		License Number: 43004
Address: 1460 RENTON ROAD, PITTSBURGH, PA 15239		County: Allegheny
Administrator: CAROL STREJCEK		Region: WEST
Legal Entity Name: CONCORDIA LUTHERAN MINISTRIES INC		
Legal Entity Address: 1460 RENTON ROAD, PITTSBURGH, PA 15239		
Certificate(s) of Occupancy		
I-2 08/11/2010 Borough of Plum	I-2 09/20/2017 Borough of Plum	
Staffing Hours		
Resident Support: 0	Total Daily Staff: 80	Waking Staff: 60
Type of Inspection: Partial	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s)		
Incident		
On-Site Inspections Dates and Department Representatives On-Site		
12/19/2018: Cutter, Jan		
Off-Site Inspection Dates and Inspectors, if Applicable		
12/27/2018: Cutter, Jan		
Other Details		
Partial or Full Triggers:		Random Indicators:
Resident Demographic Data as of Inspection Dates		
Licensed Capacity: 75 Number of Residents Served: 62 Secured Dementia Care Unit in Home: No Area: Secured Dementia Unit Capacity, if Applicable: Number of Residents Served in Secured Dementia Care Unit, if applicable: Number of Current Hospice Residents: 9 Number of Hospice Residents in past year: 14	Number of Residents who: Receive Supplemental Security Income: 2 Are 60 Years of Age or Older: 62 Have Mental Illness: 0 Have an Intellectual Disability: 0 Have a Mobility Need: 18 Have a Physical Disability: 1	

Violation Report: 43004 - 12/19/2018 - Cutter, Jan
 PCH Name: CONCORDIA AT RIDGEWOOD PLACE

1. REGULATION 55 Pa.Code §2600

2600.15(a) - The home shall immediately report suspected abuse of a resident served in the home in accordance with the Older Adults Protective Services Act (35 P.S. Sections 10225.701 - 10225.707) and 6 Pa. Code Sections 15.21 - 15.27 (relating to reporting suspected abuse) and comply with the requirements regarding restrictions on staff persons.

2a. DESCRIPTION OF VIOLATION

On 11/18/2018 at approximately 8:00 pm, staff person A was walking down the hallway outside of the bedroom of resident #1, who has a diagnosis of Dementia, and heard staff person B shouting at resident #1 "stop acting like a big baby, you are a grown woman, stop being a big baby". Staff person A attempted to open resident #1's bedroom door and discovered that it was locked. Staff person B opened the door. Staff person A entered the room and asked why staff person B and the resident were shouting. Staff person B stated that the resident refused to allow him/her to remove the resident's dentures to wash them. Resident #1 then stated that staff person B had grabbed her neck. Resident #1 was very upset and also refused to permit staff person A to remove and clean her dentures. The home did not report this allegation of abuse to the local Area Agency on Aging until 12/14/2018.

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.

TRAINING DONE WITH STAFF REGARDING TIMELY REPORTING, WHICH INCLUDED STEPS TO FOLLOW WHEN ABUSE IS SUSPECTED.

SEE ATTACHMENT #1 & #1b
 ADMINISTRATOR ALSO REVIEWED CONCORDIA'S POLICY #401 ON ABUSE AND ABUSE REPORTING WITH STAFF

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) CAROL STRETCEK-ADMINISTRATOR	Date 3-6-2019
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DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of 3/19/19
 (Date)

Plan of correction implementation status as of 3/19/19
 (Date)

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

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

Violation Report: 43004 - 12/19/2018 - Cutter, Jan
 PCH Name: CONCORDIA AT RIDGEWOOD PLACE

1. REGULATION 55 Pa.Code §2600

2600.15(b) - If there is an allegation of abuse of a resident involving a home's staff person, the home shall immediately develop and implement a plan of supervision or suspend the staff person involved in the alleged incident.

2a. DESCRIPTION OF VIOLATION

On 11/18/2018 at approximately 8:00 pm, staff person A was walking down the hallway outside of the bedroom of resident #1, who has a diagnosis of Dementia, and heard staff person B shouting at resident #1 "stop acting like a big baby, you are a grown woman, stop being a big baby". Staff person A attempted to open resident #1's bedroom door and discovered that it was locked. Staff person B opened the door. Staff person A entered the room and asked why staff person B and the resident were shouting. Staff person B stated that the resident refused to allow him/her to remove the resident's dentures to wash them. Resident #1 then stated that staff person B had grabbed her neck. Resident #1 was very upset and also refused to permit staff person A to remove and clean her dentures. Staff person B continued to work unsupervised until 11:00 p.m. on 11/18/18 and was not suspended by the home until 12/13/2018.

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.

UPON HEARING OF SUSPECTED ABUSE, THE ADMINISTRATOR IMMEDIATELY SUSPENDED STAFF MEMBER (B), PENDING THE OUTCOME OF AN INVESTIGATION.

TEACHING WAS DONE WITH STAFF MEMBER (A) REGARDING THE IMPORTANCE OF TIMELY REPORTING

SEE ATTACHMENT #2 FOR MATERIAL USED FOR TEACHING.

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

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) CAROL SPLETZER - ADMINISTRATOR Date 3-6-19

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Violation Report: 43004 - 12/19/2018 - Cutter, Jan
 PCH Name: CONCORDIA AT RIDGEWOOD PLACE

1. REGULATION 55 Pa.Code §2600
 2600.15(d) - The home shall immediately notify the resident and the resident's designated person of a report of suspected abuse or neglect involving the resident.

2a. DESCRIPTION OF VIOLATION

On 11/18/2018 at approximately 8:00 pm, staff person A was walking down the hallway outside of the bedroom of resident #1, who has a diagnosis of Dementia, and heard staff person B shouting at resident #1 "stop acting like a big baby, you are a grown woman, stop being a big baby". Staff person A attempted to open resident #1's bedroom door and discovered that it was locked. Staff person B opened the door. Staff person A entered the room and asked why staff person B and the resident were shouting. Staff person B stated that the resident refused to allow him/her to remove the resident's dentures to wash them. Resident #1 then stated that staff person B had grabbed her neck. Resident #1 was very upset and also refused to permit staff person A to remove and clean her dentures. The home did not notify resident #1's designated person of this allegation of abuse until 12/14/2018.

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.

UPON HEARING OF SUSPECTED ABUSE, ADMINISTRATOR IMMEDIATELY MET WITH RESIDENT (I) AND NOTIFIED RESIDENT (I) RESPONSIBLE PARTY. TRAINING INCLUDED IN PREVIOUS VIOLATION INCLUDES STEPS INVOLVING NOTIFICATION. 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) *Carol Stretton*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *CAROL STRETTON - ADMINISTRATOR* Date *3-6-19*

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Violation Report: 43004 - 12/19/2018 - Cutter, Jan
 PCH Name: CONCORDIA AT RIDGEWOOD PLACE

1. REGULATION 55 Pa.Code §2600

2600.16(c) - The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in section 2600.15 (relating to abuse reporting covered by law).

2a. DESCRIPTION OF VIOLATION

On 11/18/2018 at approximately 8:00 pm, staff person A was walking down the hallway outside of the bedroom of resident #1, who has a diagnosis of Dementia, and heard staff person B shouting at resident #1 "stop acting like a big baby, you are a grown woman, stop being a big baby". Staff person A attempted to open resident #1's bedroom door and discovered that it was locked. Staff person B opened the door. Staff person A entered the room and asked why staff person B and the resident were shouting. Staff person B stated that the resident refused to allow him/her to remove the resident's dentures to wash them. Resident #1 then stated that staff person B had grabbed her neck. Resident #1 was very upset and also refused to permit staff person A to remove and clean her dentures. The home did not report this incident to the Department until 12/14/2018.

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.

UPON HEARING OF SUSPECTED ABUSE, THE ADMINISTRATOR
 FILED A REPORTABLE INCIDENT
 TEACHING DONE WITH STAFF REGARDING REPORTABLE
 INCIDENTS
 SEE ATTACHMENT # 3a-3e

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

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) *Candi Strejcek - ADMINISTRATOR* Date *3-6-19*

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Violation Report: 43004 - 12/19/2018 - Cutter, Jan
 PCH Name: CONCORDIA AT RIDGEWOOD PLACE

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

2a. DESCRIPTION OF VIOLATION

On 11/18/2018 at approximately 8:00 pm, staff person A was walking down the hallway outside of the bedroom of resident #1, who has a diagnosis of Dementia, and heard staff person B shouting at resident #1 "stop acting like a big baby, you are a grown woman, stop being a big baby". Staff person A attempted to open resident #1's bedroom door and discovered that it was locked. Staff person B opened the door. Staff person A entered the room and asked why staff person B and the resident were shouting. Staff person B stated that the resident refused to allow him/her to remove the resident's dentures to wash them. Resident #1 was very upset and also refused to permit staff person A to remove and clean her dentures.

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.

RESIDENT RIGHTS REVIEWED WITH ALL STAFF.
 RESIDENT RIGHTS WILL CONTINUE TO BE REVIEWED
 DURING ONBOARDING, AND AS PART OF YEARLY
 TRAINING
 SEE ATTACHMENTS # 4, 5, 6a, 6b

Staff person B is no longer employed by the home. *JW* 3/19/19

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

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) *CAROL STRESLER - ADMINISTRATOR* Date *3-6-19*

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