



**MAILING DATE: April 1, 2019**

Mr. Hugh Davis  
Chief Executive Officer  
Menno-Haven, Inc.  
2011 Scotland Avenue  
Chambersburg, Pennsylvania

RE: Brookview Personal Care Center  
2075 Scotland Avenue  
Chambersburg, Pennsylvania 17201  
Certificate #: 336710

Dear Mr. Davis:

As a result of the Department's Bureau of Human Services Licensing inspection on February 21, 2019 of the above facility, the citation with 55 Pa.Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed violation report was found.

The citation 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,

*Gloria Emick*

Gloria Emick  
Human Services Licensing Supervisor

Enclosure  
Violation Report

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

<b>PCH Name:</b> BROOKVIEW PERSONAL CARE CENTER		<b>License Number:</b> 33671
<b>Address:</b> 2075 SCOTLAND AVENUE, CHAMBERSBURG, PA 17201		<b>County:</b> Franklin
<b>Administrator:</b> Amy Fager		<b>Region:</b> CENTRAL
<b>Legal Entity Name:</b> MENNO HAVEN INC		
<b>Legal Entity Address:</b> 2011 SCOTLAND AVENUE, CHAMBERSBURG, PA 17201		
<b>Certificate(s) of Occupancy</b> C-2 LP 05/06/2001 L&I		
<b>Staffing Hours</b>		
<b>Resident Support:</b> 0	<b>Total Daily Staff:</b> 82	<b>Waking Staff:</b> 62
<b>Type of Inspection:</b> Partial	<b>BHA Docket Number:</b>	<b>Notice:</b> Unannounced
<b>Reason(s) for Inspection(s)</b> Complaint		
<b>On-Site Inspections Dates and Department Representatives On-Site</b> 02/21/2019: Hoover, Douglas		
<b>Off-Site Inspection Dates and Inspectors, if Applicable</b>		
Rec'd 3/27/19 GE		
<b>Other Details</b>		
<b>Partial or Full Triggers:</b>		<b>Random Indicators:</b>
<b>Resident Demographic Data as of Inspection Dates</b>		
<b>Licensed Capacity:</b> 130 <b>Number of Residents Served:</b> 82 <b>Secured Dementia Care Unit in Home:</b> No <b>Area:</b> <b>Secured Dementia Unit Capacity, if Applicable:</b> <b>Number of Residents Served in Secured Dementia Care Unit, if applicable:</b> <b>Number of Current Hospice Residents:</b> 1 <b>Number of Hospice Residents in past year:</b> NM	<b>Number of Residents who:</b> <b>Receive Supplemental Security Income:</b> 0 <b>Are 60 Years of Age or Older:</b> 82 <b>Have Mental Illness:</b> 0 <b>Have an Intellectual Disability:</b> 0 <b>Have a Mobility Need:</b> 0 <b>Have a Physical Disability:</b> 0	

**Violation Report:** 33671 - 02/21/2019 - Hoover, Douglas

**PCH Name:** BROOKVIEW PERSONAL CARE CENTER

**1. REGULATION 55 Pa.Code §2600**

2600.24 - A home shall provide the resident with assistance with personal hygiene as indicated in the resident's assessment and support plan. Personal hygiene includes one or more of the following:

- (1) Bathing.
- (2) Oral hygiene.
- (3) Hair grooming and shampooing.
- (4) Dressing, undressing and care of clothes.
- (5) Shaving.
- (6) Nail care.
- (7) Foot care.
- (8) Skin care.

**2a. DESCRIPTION OF VIOLATION**

The Resident Assessment and Support Plan (RASP), dated 1/5/2019, for Resident #1 indicates the continuing need for assistance with bathing. Resident #1 did not have a bath or shower on his scheduled day (Sunday) for 5 weeks on 12/2/2018, 12/9/2018, 12/16/2018, 12/23/2018 and 12/30/2018.

**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.*

- New Director assumed position at Village Square for new administrator effective on February 24th, 2019.
- Resident # 1 has been Bathed and has been getting bathed as scheduled on a regular basis by staff as scheduled since February 24th, 2019.
- Director met with all staff on March 1st to go over bathing assignments and the importance of bathing, dressing and grooming as assigned
- Staff hired and being added to roster as bath aides to ensure bathing assignments get completed in a timely manner.
- Bath refusal form has been initiated and being reviewed by director when baths are not completed as to reason why and director will follow up with staff and resident.
- Bathing without a battle added to net learning for all staff to complete.

The Director or designee will conduct an audit of a sampling of Resident Assessments and Support Plans (RASPs) to ensure that each resident's personal care needs, and how the home will address those needs, are identified and followed by the home. The audit will be completed by 4/19/19.

On-going staff training needs will be included in the home's periodic quality management reviews. - GE

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative  
(Required on EVERY Page)

*Jody Plasterer PCHA LPN*

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

Jody Plasterer, PCHA, LPN

Date

03/26/2019

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

The above plan of correction is approved as of 3/29/19  
(Date)

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

Plan of correction implementation status as of 3/29/19  
(Date)

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