



pennsylvania
DEPARTMENT OF HUMAN SERVICES

MAILING DATE: April 8, 2019

Ms. Susan Jones
Owner/Administrator
Susan Jones
111 Hydrangea Lane
Mount Pleasant, Pennsylvania 15666

RE: Susan's Victorian Cottage
Certificate #: 428900

Dear Ms. Jones:

As a result of the Department's Bureau of Human Services Licensing inspection on February 27, 2019, 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 "Brent Sutherland".

Brent Sutherland
Regional Licensing Director

Enclosure
Violation Report

RECEIVED

MAR 13 2019

Violation Report: 42890 - 02/27/2019 - Roser, Ashley
PCH Name: SUSAN S VICTORIAN COTTAGE

WEST VIRGINIA STATE OFFICE
HARRISBURG, WV 26030

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

On 2/27/19 at 9:25 a.m., an agent of the Department observed a baby monitor in the hallway leading to staff person B's, the home's administrator, private residence. According to staff person A, the baby monitor is used so that when staff person A or staff person B are working the night shift they can hear the doorbell of the home ring from the hallway. Also, the staff persons utilize the baby monitor to hear residents coming down the hallway of the private residence for assistance. The baby monitor is approximately 6 feet from resident bedrooms.

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.

After a lengthy phone call from Larry Mazza this morning, the Administrator is still not aware of why she must remove the baby monitor from her private apartment. The baby monitor does not violate 2600.42(s) and it does not violate anyone's privacy in any way. The monitor is a safety measure which allows the night staff person to hear a resident knocking on the apartment's door and it allows the door alarm to be heard when an exterior door is opened in the PCH when the staff person is alone in the rear portion of the apartment. Today the Administrator was instructed to remove the monitor because, "The RCG prohibits the use of a baby monitor," not because it invades privacy which it does not. 2600 does not mention a baby monitor and the Administrator does not have a copy of the RCG to verify this information. Larry Mazza and Ashley Roser have both been informed that the baby monitor is used only to assure that residents can contact the night staff person in an emergency and to assure the staff person can be immediately aware of a resident possibly being locked out of the home and freezing or wandering off. It is unfortunate that DHS does not want to assure that the night staff person can always be immediately aware of a possibly dangerous situation.

Mr. Mazza told the Administrator that she must not X over or correct DHS's errors in section 2a above. He said the Administrator should correct any errors in this text below. The incorrect 2a text above says "a baby monitor in the hallway leading to.....private residence." The baby monitor is IN, not "leading to," the Administrator's private residence and is just outside the office. The above 2a text says the "monitor is used to hear residents coming down the hallway" but since the door from the PCH to the Administrator's apartment hallway is always closed and usually locked, the monitor is more correctly used to hear a resident knocking on the door since no one is to enter uninvited. The above text states the baby monitor is "approximately 6 feet from resident bedrooms" but, in fact, the monitor is located in the hall at the office door exactly 14 1/2 feet from the nearest resident's bedroom door and is on the other side of the always closed and usually locked apartment door. The monitor's only speaker is located in the rear portion of the Administrator's private apartment, behind 2 thick, sound deadening, solid concrete block walls and 2 doors, about 40 feet from the monitor.

The baby monitor was removed on 03-11-19 against the Administrator's better judgement because DHS has insisted that it be removed.
The Administrator will check daily to assure that a baby monitor will never again be used for the safety and protection of residents in the PCH or in the Administrator's private apartment.

Repeat Violation: No Date(s) of Previous Violation(s):

Signature of Legal Entity Representative (Required on EVERY Page) *Susan Jones RN, PCHA*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *RN PCHA SUSAN JONES* Date *03-13-19*

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

The above plan of correction is approved as of 4/5/19 (Date) Plan of correction implementation status as of 4/5/19 (Date)

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

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