



pennsylvania
DEPARTMENT OF HUMAN SERVICES

**Sent via e-mail licensing@watermarkcommunities.com
Sent via e-mail acdurso@watermarkcommunities.com
August 7, 2019**

Mr. David Barnes
Authorized Agent
Watermark Operator, LLC
2020 West Rudasill Road
Tucson, Arizona 85704

RE: Blue Bell Place
777 DeKalb Pike
Blue Bell, Pennsylvania 19422
License #: 132800

Dear Mr. Barnes:

As a result of the Department's Bureau of Human Services Licensing inspection on April 3, 2019 of the above facility, the violations 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 "Mia Johnson".

Mia Johnson
Human Services Licensing Supervisor

Enclosure
Violation Report

Violation Report

Facility Information

Name: *BLUE BELL PLACE* License Number: *132800*
 Address: *777 DEKALB PIKE, BLUE BELL, PA 19422*
 County: *MONTGOMERY* Region: *SOUTHEAST*

Administrator

Name: *ANDA DURSO* Phone: *6102776443* Email: *LICENSING@WATERMARKCOMMUNITIES.COM*

Legal Entity

Name: *WATERMARK OPERATOR LLC*
 Address: *2020 WEST RUDASILL ROAD, TUCSON, AZ, 85704*

Certificate(s) of Occupancy

Type: *C-2 LP* Date: Issued By:

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *120* Waking Staff: *90*

Inspection

Type: *Partial* BHA Docket #: Notice: *Unannounced*
 Reason: *Incident*

Inspection Dates and Department Representative

04/03/2019 - On-Site: Natasha Braswell

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *99* Residents Served: *76*

Secured Dementia Care Unit

In Home: *Yes* Area: *PATHWAYS* Capacity: *30* Residents Served: *26*

Hospice

Current Residents: *5*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *75*
 Diagnosed with Mental Illness: *2* Diagnosed with Intellectual Disability: *1*
 Have Mobility Need: *44* Have Physical Disability: *2*

Anda C. Durso, ED

7/18/2019

04/03/2019

1 of 4

BLUE BELL PLACE

132800

15b - Supervisor Plan

Regulations

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.

Description of Violation

On 3-26-19, at 5:30 pm, staff person A made a derogatory statement and threat against resident #1. The home did not develop and implement a plan of supervision or suspend staff person A until 3-27-19. Staff person A was allowed to finish her shift on 3-26-19.

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.)

See attached POC page 1.

Maintain documentation of trainings for Department review. 8/6/19 *MSJ*

Legal Entity Representative

Anda C. Busso

Signature

Anda C. Busso, Exec. Director 7/18/19

Printed Name and Title

Date

DEPARTMENT USE ONLY - HOMES MAY NOT WRITE IN THIS BOX!

The above plan of correction is approved as of 8/6/19
(Date)

Plan of correction implementation status as of 8/6/19
(Date)

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

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

Violation Report: 13280-04/03/2019 Natasha Braswell

PCH Name: BLUE BELL PLACE

License Number: 13280

Address: 777 Dekalb Pike, Blue Bell, PA 19422

County: Montgomery

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 3-26-19, at 5:30 pm, staff person A made a derogatory statement and threat against resident #1. The home did not develop and implement a plan of supervision or suspend staff person A until 3-27-19. Staff person A was allowed to finish her shift on 3-26-19.

3. PLAN OF CORRECTION (POC)

-What caused the violation? The inappropriate comments were overheard by two other staff who then made a report to the nurse supervisor that another staff member had made some frustrated comments without going into detail.

-What was done right away to fix the violation? Initially, the one staff member pulled the actor aside and told her it was unacceptable to speak in a derogatory manner regarding our residents.

The staff who were a witness to these comments removed the staff member from the dining area and ensured the resident received emotional support after the incident. The resident was evaluated by the geriatric psychiatry nurse practitioner and her primary care provider after the incident.

After the incident was reported by one of the witnesses to the management team the following morning, the actor was placed on administrative leave pending investigation. Upon conclusion of the investigation, the employee was terminated. The Executive Director conducted training the next day regarding the process of placing staff on administrative leave pending investigation in cases of alleged abuse or neglect with the staff and nurse supervisor who were on duty during the incident.

-What can be done to prevent future violations of this nature? Education regarding resident abuse, neglect and exploitation was provided for all staff. The Executive Director and department managers will continue education regarding resident abuse, neglect and exploitation on a quarterly basis.

Communication with residents and families will continue on a quarterly basis via letters, family nights or resident council to educate families on the risks of abuse, neglect and exploitation and what to do if they suspect they have been victimized.

On July 16, 2019, incident reporting training that focuses on the requirement of immediate reporting of abuse, neglect, exploitation or violation of resident rights was reviewed during the mandatory Town Hall meeting.

-Who will be responsible for ensuring the POC is implemented and that future violations are prevented?

The Executive Director and department directors will ensure the training and education for staff and residents/family members continues. Executive Director will monitor all abuse allegations and ensure employees do not return to work until DHS BHSL has investigated the case and given the clearance for the employee to return to work.

8/6/19 *MSJ*

Signature of Legal Entity Representative

Anda C. Durso

Printed Name and Title of Legal Entity Representative

ANDA DURSO, PERSONAL CARE ADMINISTRATOR

Date:

7/18/2019

BLUE BELL PLACE

132800

42b - Abuse

Regulations

2600.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

Description of Violation

Staff person A, verbally abused ~~and threatened~~ resident #1 while she was eating in the dining room. Staff person A made a derogatory statement as follows, "What is her scarecrow ass looking at! I don't like her. If there was a fire, I would not save her!" This incident was witnessed by staff person's B and C. Resident #1 became emotional and started to cry. Both staff person's B and C told staff person A that her statement was inappropriate and not to talk about residents like that. As staff person B was serving resident #1 dinner she whispered to her that she heard what staff person A said about her. Staff person B reported the incident to staff person D. While staff person C was providing evening care to resident #1, she stated that she heard what was said in the kitchen. Staff person C comforted resident #1, letting her know and reassuring her that she would take care of her.

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.)

See attached page 2 POC.

All staff will be trained on conditions and diagnosis of residents. Maintain documentation of training for Department review. 8/6/19 *mg*

Legal Entity Representative

Anda C. Duro

Signature

Anda C. Duro, Exec. Director 7/18/19

Printed Name and Title

Date

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Violation Report: 13280-04/03/2019 – Braswell, Nātasha

PCH Name: BLUE BELL PLACE

License Number: 13280

Address: 777 Dekalb Pike, Blue Bell, PA 19422

County: Montgomery

2. REGULATION 55 Pa. Code §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

Staff person A, verbally attacked and threatened resident #1 while she was eating in the dining room. Staff person A made a derogatory statement as follows, " What is her scarecrow ass looking at! I don't like her. If there was a fire, I would not save her!" This incident was witnessed by staff person's B and C. Resident #1 became emotional and started to cry. Both staff person's B and C told staff person A that her statement was inappropriate and not to talk about residents like that. As staff person B was serving resident #1 dinner she whispered to her that she heard what staff person A said about her. Staff person B reported the incident to staff person D. While staff person C was providing evening care to resident #1, she stated that she heard what was said in the kitchen. Staff person C comforted resident #1, letting her know and reassuring her that she would take care of her.


4. PLAN OF CORRECTION (POC)

Blue Bell Place respectfully requests the removal of the sentence "Staff person A verbally attacked and threatened resident #1 while she was eating in the dining room." This sentence is subjective and not based on the factual events in which a staff member made inappropriate comments about a resident to other staff members.

-What caused the violation? Staff person A failed to treat resident #1 with dignity and respect. This behavior constitutes verbal abuse and mistreatment of a resident.

-What was done right away to fix the violation? Staff person A was suspended pending investigation and once the investigation was concluded the staff member was terminated. All staff were re-educated on the Older Adult Protective Services Act, Residents' Rights, as well as incident reporting on April 14, 2019 and various other dates for part time/pool staff. On May 21, 2019, additional training was provided on professional communication with residents. On July 16, 2019, incident reporting training that focuses on the requirement of immediate reporting of abuse, neglect, exploitation or violation of resident rights was reviewed during the mandatory Town Hall meeting.

-What can be done to prevent future violations of this nature? Ongoing education will be provided for all staff on Older Adult Protective Services Act, Residents' Rights, as well as incident reporting. Residents are informed regularly of their rights (upon admission as well as during resident council). Residents will be encouraged to report promptly when someone is not treating them respectfully or mistreating them.

-Who will be responsible for ensuring the POC is implemented and that future violations are prevented? Resident Care Director, nurse supervisors, Program Director, and all other supervisors/managers will communicate weekly with individual residents and ask whether they are being treated well by staff. Any complaints will be addressed promptly and appropriate re-education will be conducted. 8/6/19 

Signature of Legal Entity Representative

Printed Name and Title of Legal Entity Representative

ANDA DURSO, PERSONAL CARE ADMINISTRATOR

Date:

BLUE BELL PLACE

132800

42c - Treatment of Residents

Regulations

2600.

42.c. A resident shall be treated with dignity and respect.

Description of Violation

Staff person A, lacked respect for the resident #1 as an individual with a medical condition by making inappropriate verbal comments about the resident.

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.)

See attached page 3 POC

Maintain documentation of trainings for Department review. 8/6/19 *MG*

Legal Entity Representative

Anda C. Burs

Signature

Anda C. Burs Exec. Director 7/18/19

Printed Name and Title

Date

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Violation Report: 13280-04/03/2019 – Braswell, Natasha

PCH Name: BLUE BELL PLACE

License Number: 13280

Address: 777 Dekalb Pike, Blue Bell, PA 19422

County: Montgomery

3. REGULATION 55 Pa. Code §2600

42.c. A resident shall be treated with dignity and respect.

2a. DESCRIPTION OF VIOLATION

Staff person A, lacked respect for the resident #1 as an individual with a medical condition by making inappropriate verbal comments about the resident.

5. PLAN OF CORRECTION (POC)

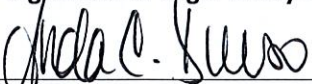
-What caused the violation? Staff person A failed to treat resident #1 with dignity and respect. This is a violation of resident's rights.

-What was done right away to fix the violation? Staff person A was suspended pending investigation and terminated once the investigation was concluded. The staff who were a witness to these comments removed the staff member from the dining area and ensured the resident received emotional support after the incident. The resident was evaluated by the geriatric psychiatry nurse practitioner and her primary care provider after the incident. All staff were re-educated on Residents' Rights on April 16, 2019, as well as professional communication with residents on May 21, 2019.

-What can be done to prevent future violations of this nature? Ongoing education will be provided for all staff on Residents' Rights and sensitivity to residents' needs. Residents are informed regularly of their rights (upon admission as well as during resident council). Residents will be encouraged to report promptly when someone is not treating them respectfully.

-Who will be responsible for ensuring the POC is implemented and that future violations are prevented? Resident Care Director, nurse supervisors, Program Director, and all other supervisors/managers will communicate weekly with individual residents and ask whether they are being treated well by staff. Any complaints will be addressed promptly and appropriate re-education will be conducted.

Signature of Legal Entity Representative



Printed Name and Title of Legal Entity Representative

ANDA DURSO, PERSONAL CARE ADMINISTRATOR

Date:

7/18/19