



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFICATE OF COMPLIANCE

This certificate is hereby granted to WEST HAVEN MANOR LP
LEGAL ENTITY

To operate QUALITY LIFE SERVICES - APOLLO
NAME OF FACILITY OR AGENCY

Located at 153 GOODVIEW DRIVE, APOLLO, PA 15613
(COMPLETE ADDRESS OF FACILITY OR AGENCY)

ADDRESS OF SATELLITE SITE ADDRESS OF SATELLITE SITE

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To provide Personal Care Homes
TYPE OF SERVICE(S) TO BE PROVIDED

The total number of persons which may be cared for at one time may not exceed 80
or the maximum capacity permitted by the Certificate of Occupancy, whichever is smaller.
(MAXIMUM CAPACITY)

Secure Dementia Care Unit - 55 Pa.Code §§ 2600.231-239 - Capacity 36

Restrictions: _____

This certificate is granted in accordance with the Human Services Code of 1967, P.L. 31, as amended, and Regulations

55 Pa.Code Chapter 2600: Personal Care Homes
(MANUAL NUMBER AND TITLE OF REGULATIONS)

and shall remain in effect from May 2, 2019 until February 27, 2020,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: **442380**

Robert E. Robinson
ISSUING OFFICER

Carolyn K. Ellison
DEPUTY SECRETARY

NOTE: This certificate is issued for the above site(s) only and is not transferable and should be posted in a conspicuous place in the facility



pennsylvania
DEPARTMENT OF HUMAN SERVICES

MAY 02 2019

Ms. Sandy Motchar
Administrator
West Haven Manor, LP
612 North Main Street
Butler, Pennsylvania 16001

RE: Quality Live Services Apollo
153 Goodview Drive
Apollo, Pennsylvania 15613
Certificate #: 442380

Dear Ms. Motchar:

As the result of your home's recent request to adjust the use of the physical space, the Department has granted an approval for a revised license issued under the authority of 55 Pa. Code Ch. 2600 (relating to Personal Care Homes). The approved capacity revision request is the addition of 36 SDCU. The expiration date of the license and the total capacity remains unchanged.

Any future requests for changes in capacity should be forwarded to the Department for review and consideration in accordance with the applicable regulations. The revised license is enclosed.

Sincerely,

A handwritten signature in black ink that reads "J. Rowe".

Jacqueline L. Rowe
Director

Enclosure
License

Violation Report: 44238 - 02/26/2019 - Garvey, Jody
 PCH Name: QUALITY LIFE SERVICES APOLLO

1. REGULATION 55 Pa.Code §2600
 2600.95 - Furniture and equipment must be in good repair, clean and free of hazards.

2a. DESCRIPTION OF VIOLATION

At 9:47 AM there was a broken toilet paper holder in the shared bathroom between bedroom 52 and bedroom 53 in the secured dementia care unit (SDCU).

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.

A new toilet paper holder was replaced. The resident in room 53 took holder and hid it in her room.

Housekeepers will check the bathroom daily to make sure she does not remove the new one. Housekeepers have an extra supply on hand if resident hides it again. As far as we could see, the toilet paper holder was not broken.

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Sandy Matchar</i>	Date <i>4-18-19</i>
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DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of <u>4/25/19</u> (Date) The above plan of correction was approved by <u><i>SE</i></u> (Initials)	Plan of correction implementation status as of <u>4/25/19</u> (Date) <input type="checkbox"/> Fully Implemented <input checked="" type="checkbox"/> Partially Implemented - Adequate Progress <input type="checkbox"/> Partially Implemented - Inadequate Progress <input type="checkbox"/> Not Implemented
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Violation Report: 44238 - 02/26/2019 - Garvey, Jody
 PCH Name: QUALITY LIFE SERVICES APOLLO

1. REGULATION 55 Pa.Code §2600
 2600.102(f) - An individual towel, washcloth and soap shall be provided for each resident.

2a. DESCRIPTION OF VIOLATION

At 9:47 AM there was a bar of soap in the shower of the shared bathroom between bedroom number 52 and bedroom number 53 in the SDCU.

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.

The bar of soap was removed from the bathroom. We do not provide bar soap to our residents. I contacted the family to inform them that we do not use bar soap. The housekeepers will check daily to make sure there is not any bar soap in the bathroom.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative
 (Required on EVERY Page)

Sandy Motcher

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

Sandy Motcher

Date *4-18-19*

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 (Initials)

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 (Date)

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

Violation Report: 44238 - 02/26/2019 - Garvey, Jody
 PCH Name: QUALITY LIFE SERVICES APOLLO

1. REGULATION 55 Pa.Code §2600
 2600.102(h) - Toilet paper shall be provided for every toilet.

2a. DESCRIPTION OF VIOLATION

At 9:47 AM there was no toilet paper available in the shared bathroom between bedroom number 52 and bedroom number 53 in the SDCU.

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.

The toilet paper was replaced at the time of inspection. The housekeepers will check daily to make sure the residents all have toilet tissue. We are looking into purchasing a toilet paper dispenser that locks so that resident can't remove the toilet paper and hide it.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative
 (Required on EVERY Page)

Sandy Motcher

Printed Name and Title of Legal Entity Representative
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Sandy Motcher

Date *4-18-19*

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Violation Report: 44238 - 02/26/2019 - Garvey, Jody
 PCH Name: QUALITY LIFE SERVICES APOLLO

1. REGULATION 55 Pa.Code §2600
 2600.103(f) - Food requiring refrigeration shall be stored at or below 40°F. Frozen food shall be kept at or below 0°F. Thermometers are required in refrigerators and freezers.

2a. DESCRIPTION OF VIOLATION
 At 10:20 AM the Frigidaire Freezer in the kitchenette area of the SDCU was 8 degrees Fahrenheit.

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.

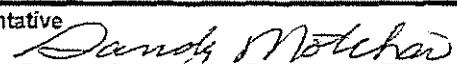
A dietary staff member put a tray in the freezer that was too big for the freezer. This kept the freezer from shutting all the way.

The dietary supervisor instructed the dietary staff not to place any trays in the refrigerator freezer. The dietary supervisor will checked weekly to make sure that trays are not placed in the freezer.

Immediately, then at least daily, the administrator or designated staff person shall check to ensure all refrigerators and freezers have thermometers and food requiring refrigeration shall be stored at or below 40°Fahrenheit and frozen food shall be stored at or below 0°Fahrenheit.

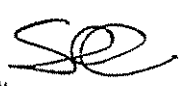
 4/25/19

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

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <u>Sandy Metcher</u>	Date <u>4-18-19</u>
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Violation Report: 44238 - 02/26/2019 - Garvey, Jody
 PCH Name: QUALITY LIFE SERVICES APOLLO

1. REGULATION 55 Pa.Code §2500
 2600.107(c) - The home shall maintain at least a 3-day supply of nonperishable food and drinking water for residents.

2a. DESCRIPTION OF VIOLATION

The home's emergency water is shared with and stored in the skilled nursing facility attached to the personal care home. On 2/26/19 the personal care home had a census of 47 and the skilled nursing facility had a census of 150. The home needed 591 gallons of water to provide a three-day supply of water for all residents in both facilities; however only 486 gallons were available onsite. The contractual agreement with Marburger Dairy Farm, dated 9/11/17, does not indicate how much water will be delivered, a guarantee that the water will be delivered immediately upon request 24-hours-per-day, or a guarantee that the water will be delivered as a priority even in the event of a regional general emergency.

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.

871 gallons are on hand for both facilities at this time. The Dietary department will order additional gallons of water when the census increases. This amount of water is 280 gallons over the amount needed at the current census. See the letter from Marburger who supplies us with emergency water. See attached.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative
 (Required on EVERY Page)

Sandy Moteha

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

Sandy Moteha

Date 4-18-19

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 (Initials)

Violation Report: 44238 - 02/26/2019 - Garvey, Jody
PCH Name: QUALITY LIFE SERVICES APOLLO

1. REGULATION 55 Pa.Code §2600
2600.125(a) - Combustible and flammable materials may not be located near heat sources or hot water heaters.

2a. DESCRIPTION OF VIOLATION

At 10:28 AM there were two 8" x 11" paper owner's manuals leaning against the furnace in the furnace room behind Daisy diner in the SDCU.

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.

The owner's manual was removed on the day of inspection.

A staff member from teh maintenance departmenet will check each furnace room weekly to make sure there are no combustibles/flammables near heat and water heaters.

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

Signature of Legal Entity Representative
(Required on EVERY Page) *Sandy Motcher*

Printed Name and Title of Legal Entity Representative
(Required on EVERY Page) *Sandy Motcher* Date *4-18-19*

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Violation Report: 44238 - 02/26/2019 - Garvey, Jody
 PCH Name: QUALITY LIFE SERVICES APOLLO

1. REGULATION 55 Pa.Code §2600

2600.162(c) - Menus, stating the specific food being served at each meal, shall be prepared for 1 week in advance and shall be followed. Weekly menus shall be posted 1 week in advance in a conspicuous and public place in the home.

2a. DESCRIPTION OF VIOLATION

On 10:20 AM, there was no menu posted in a conspicuous and public place in the SDCU of the home showing the specific food being served at each meal 1 week in advance.

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.

Our menus are posted on the main floor dining room. We put a menu in the SDU on the day of inspection.

The dietary staff will replace weekly menus on both floors.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative

(Required on EVERY Page)

Sandy Motchior

Printed Name and Title of Legal Entity Representative

(Required on EVERY Page)

Sandy Motchior

Date *4-18-19*

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