



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

**MAILING DATE: July 10, 2019**

Ms. Kristin Kahler  
Executive Director  
Arden Courts of Jefferson Hills PA, LLC  
333 North Summit Street  
Toledo, Ohio 43604

RE: Arden Courts of Jefferson Hills  
380 Wray Large Road  
Jefferson Hills, Pennsylvania 15025  
Certificate #: 435510

Dear Ms. Kahler:

As a result of the Department's Bureau of Human Services Licensing inspection on June 11, 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 "Jody Garvey".

Jody Garvey  
Human Services Licensing Supervisor

Enclosure  
Violation Report

# Violation Report

## Facility Information

Name: ARDEN COURTS OF JEFFERSON HILLS  
Address: 380 WRAY LARGE ROAD, JEFFERSON HILLS, PA 15025  
County: ALLEGHENY Region: WESTERN

License Number: 435510

## Administrator

Name: Kristin Kahler

Phone: 4123840300

Email:

LICENSURESUPPORT@HCRMANORCARE.COM

## Legal Entity

Name: ARDEN COURTS OF JEFFERSON HILLS PA LLC  
Address: 333 NORTH SUMMIT STREET, OH, 43604

## Certificate(s) of Occupancy

Type: C-2 LP

Date: 07/02/1999

Issued By: Dept of L & I

## Staffing Hours

Resident Support Staff: 0

Total Daily Staff: 112

Waking Staff: 84

## Inspection

Type: Partial

BHA Docket #:

Notice: Unannounced

Reason: Incident

## Inspection Dates and Department Representative

06/11/2019 - On-Site: Desmond Grace

## Resident Demographic Data as of Inspection Dates

### General Information

License Capacity: 60

Residents Served: 56

### Secured Dementia Care Unit

In Home: Yes

Area: Home

Capacity: 60

Residents Served: 56

### Hospice

Current Residents: 17

### Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 55

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 56

Have Physical Disability: 0

15c - Supervision

Regulations

2600.

15.c. The home shall immediately submit to the Department's personal care home regional office a plan of supervision or notice of suspension of the affected staff person.

Description of Violation

On 5/29/19 at approximately 11:10 p.m., staff persons B and C saw staff person A grab resident #1 by the upper arm and pull him down the Boathouse Cove Wing hallway, yelling "I'm not going to deal with this shit tonight." The resident tried unsuccessfully to pull away from staff person A's grasp. Staff person A and resident #1 entered the resident's bedroom, after which multiple staff heard a singular loud banging noise. Staff person B came into the bedroom and saw resident #1 laying on the bed, holding his head with his hands saying, "you hit my head, you hit my head!" Staff person C saw resident #1 exit his room, holding his head with his hands, saying "My head! My head!" Then, staff person A pointed a finger in the resident's face and in a raised voice said, "you are full of shit!" The resident replied, "shut up!" Staff person A responded, "Don't mess with me boy, go back to your room and stay there for the rest of the night."

Staff person D was notified immediately of the incident and personally arrived on-site at 11:40 p.m. However, the home did not submit a notice of suspension of staff person A to the Department's personal care home regional office until 5/30/19 at 12:25 p.m.

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 2a

At least monthly for the first quarter, then quarterly thereafter, during Quality Management meetings, the administrator or a designated staff person will review all incident reports for allegations of abuse and timely reporting of plans of supervision or notification of suspension of the affected staff person to the Department. *[Signature]* 7/1/19

Legal Entity Representative

*Kristin Kahler*  
Signature

Kristin Kahler, Exec. Director  
Printed Name and Title

6-27-19  
Date

15c - Supervision (continued)

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


The above plan of correction is approved as of

7/1/19  
(Date)

Plan of correction implementation status as of

7/1/19  
(Date)

The above plan of correction was approved by

  
(Initials)

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

Arden Courts of Jefferson Hills

Staff person A was immediately suspended on 5/29/2019 and throughout the investigation. At the conclusion of the investigation, Staff Person A was terminated as a result of the incident.

All managers and supervisors will be inserviced by the Executive Director on the immediate submission of notice of suspension or plan of supervision to the personal care home office (Regulation 2600.15.c.) on or before July 15, 2019.

All incidents of alleged abuse reported will be reviewed at the quarterly Quality Management meeting to monitor for compliance with Regulation 2600.15.c. (July 2019 and ongoing)

*Kristin Kahler*

*Kristin Kahler, Exec. Director*

*6-27-19*

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

On 5/29/19 at approximately 11:10 p.m., staff persons B and C saw staff person A grab resident #1 by the upper arm and pull him down the Boathouse Cove Wing hallway, yelling "I'm not going to deal with this shit tonight." The resident tried unsuccessfully to pull away from staff person A's grasp. Staff person A and resident #1 entered the resident's bedroom, after which multiple staff heard a singular loud banging noise. Staff person B came into the bedroom and saw resident #1 laying on the bed, holding his head with his hands saying, "you hit my head, you hit my head!" Staff person C saw resident #1 exit his room, holding his head with his hands, saying "My head!..My head!" Then, staff person A pointed a finger in the resident's face and in a raised voice said, "you are full of shit!" The resident replied, "shut up!" Staff person A responded, "Don't mess with me boy, go back to your room and stay there for the rest of the night."

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 3a

Immediately, then at least monthly thereafter, the administrator shall privately interview at least five residents and two direct care staff members, to ensure that residents are not neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way. Documentation of the interviews shall be kept. 7/1/19

During the next quality management plan review and evaluation and ongoing - The home will place an increased emphasis on these plans of correction and take action to improve the quality of its resident rights and Older Adult Protective Services Act (OAPSA) training for all newly hired staff within 40 scheduled working hours in accordance with §2600.65(b)(1) and §2600.65(b)(3) and annually in accordance with §2600.65(g)(3) and §2600.65(g)(4). 7/1/19

Legal Entity Representative

*Kristin Kahler*  
Signature

Kristin Kahler, Exec. Director 6-27-19  
Printed Name and Title Date

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

The above plan of correction is approved as of \_\_\_\_\_  
(Date)

7/1/19

Plan of correction implementation status as of \_\_\_\_\_  
(Date)

7/1/19

The above plan of correction was approved by \_\_\_\_\_  
(Initials)

*[Handwritten initials]*  
(Initials)

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

Arden Courts of Jefferson Hills

Staff person A was immediately suspended on 5/29/2019 and throughout the investigation. At the conclusion of the investigation, Staff Person A was terminated as a result of the incident.

Resident #1 was assessed with no physical injury found. Neuro checks and body assessments were completed on Resident #1 to monitor for any injury but none was noted. Resident #1 continues to be seen by Mental Health services, with his most recent visit on June 27, 2019. No adverse effects related to this incident have been noted.

Staff will be inserviced regarding resident abuse by Protective Services on July 25, 2019.

Resident #1 continues to be seen by Mental Health services, with his most recent visit on June 27, 2019. No adverse effects related to this incident have been noted.

*Kristin Kahler* Kristin Kahler, Exec. Dir. 6-27-19