



pennsylvania
DEPARTMENT OF HUMAN SERVICES

October 21, 2019

Ms. Monica Paulino
Administrator
Columbia Wegman Collegeville, LLC
142 South Collegeville Road
Collegeville, Pennsylvania 19426

RE: The Landing of Collegeville
License # 142610

Dear Ms. Paulino:

As a result of the Department's Bureau of Human Services Licensing annual inspection on June 13, 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.

In an effort to improve our licensing processes, the Bureau of Human Services Licensing is soliciting feedback about your recent human services licensing inspection experience. To participate in the online provider survey, launch your web browser and go to https://www.surveymonkey.com/r/BHSL_Inspection.

The survey is brief and will only take about 5 minutes to complete. Your participation in the survey is completely voluntary and all of your responses will be kept confidential. The responses will be reviewed as part of an aggregate of provider inspection responses. Thank you in advance for providing feedback.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Hancock".

Kevin Hancock
Deputy Secretary
Office of Long-term Living

Enclosure
Violation Report

Violation Report

Facility Information

Name: *THE LANDING OF COLLEGEVILLE*License Number: *14261*Address: *1421 SOUTH COLLEGEVILLE ROAD, COLLEGEVILLE, PA 19426*County: *MONTGOMERY*Region: *SOUTHEAST*

Administrator

Name: *MONICA PAULINO*Phone: *4848541600*Email: *DROBERTS@LEISURECARE.COM*

Legal Entity

Name: *COLUMBIA/WEGMAN COLLEGEVILLE LLC*Address: *999 THIRD AVENUE SUITE 4550, ATTN DEBORAH ROBERTS, SEATTLE, WA, 98104*

Certificate(s) of Occupancy

Type: *I-1*Date: *06/30/2016*Issued By: *UPPER PROVIDENCE
TOWNSHIP*

Staffing Hours

Resident Support Staff: *0*Total Daily Staff: *84*Waking Staff: *63*

Inspection

Type: *Full*

BHA Docket #:

Notice: *Unannounced*Reason: *Renewal*

Inspection Dates and Department Representative

06/13/2019 - On-Site: Natasha Braswell, Jennie Heinberg

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *110*Residents Served: *56*

Secured Dementia Care Unit

In Home: *Yes*Area: *MEMORY CARE*Capacity: *30*Residents Served: *27*

Hospice

Current Residents: *2*

Number of Residents Who:

Receive Supplemental Security Income: *0*Are 60 Years of Age or Older: *56*Diagnosed with Mental Illness: *0*Diagnosed with Intellectual Disability: *0*Have Mobility Need: *28*Have Physical Disability: *0*

THE LANDING OF COLLEGEVILLE

142610

51 - Criminal Background Check

Regulations

2600.

51. Criminal History Checks - Criminal history checks and hiring policies shall be in accordance with the Older Adult Protective Services Act (35 P. S. § 10225.101--10225.5102) and 6 Pa. Code Chapter 15 (relating to protective services for older adults).

Description of Violation

Staff person A, the home's administrator, date of hire was 5-7-18, does not have a criminal background check on file.

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.)

2600.51

The Initial Criminal Background for the administrator check was conducted by the previous management company and is on file with their corporate office.

The Landing has completed a current background check to verify the lack of a criminal history of the administrator which will be kept on file in the community.

Future hires will include a community run criminal background check to be kept in the community and maintained by the Bookkeeper.

Legal Entity Representative

Signature *Monica Paulino*

Monica Paulino General Manager 8/1/19
Printed Name and Title Date

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The above plan of correction is approved as of 8/15/19
(Date)

Plan of correction implementation status as of 8/15/19
(Date)

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

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

06/13/2019

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THE LANDING OF COLLEGEVILLE

142610

60c - Housekeeping/Maintenance

Regulations

2600.

60.c. Additional staff hours, or contractual hours, shall be provided as necessary to meet the laundry, food service, housekeeping and maintenance needs of the home.

Description of Violation

On 6-13-2019, it was identified by staff interviews, housekeeping staff are not available in the home after 4:00 pm. The direct care staff are limited to meeting the needs of the residents in the areas of personal care and laundry.

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.)

2600.60c

The Landing provides adequate services to meet the laundry, food service, housekeeping and maintenance needs of the home. All routine housekeeping is completed seven days a week while residents are up and about in order to reduce the amount of disruption to them in their apartments. Occasional housekeeping or maintenance needs on off hours can be brought to the attention of the Plant Ops Manager who is on call 24/7.

The Landing's Plant Operations Manager will continue to monitor variances in housekeeping needs utilizing the internal work order system and make adjustments accordingly to support the needs of the residents.

Legal Entity Representative

Signature *Monica Paulino*

Printed Name and Title *Monica Paulino General Manager*
Date *8/1/19*

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THE LANDING OF COLLEGEVILLE

142610

65a - FS Orientation 1st Day

Regulations

2600.

65.a. Prior to or during the first work day, all direct care staff persons including ancillary staff persons, substitute personnel and volunteers shall have an orientation in general fire safety and emergency preparedness that includes the following:

1. Evacuation procedures.
2. Staff duties and responsibilities during fire drills, as well as during emergency evacuation, transportation and at an emergency location if applicable.
3. The designated meeting place outside the building or within the fire-safe area in the event of an actual fire.
4. Smoking safety procedures, the home's smoking policy and location of smoking areas, if applicable;
5. The location and use of fire extinguishers.
6. Smoke detectors and fire alarms.
7. Telephone use and notification of emergency services.

Description of Violation

Staff person B and C, whose first day of work was 10-1-18, did not receive orientation on the following topics: Evacuation procedures; Staff duties and responsibilities during fire drills, as well as during emergency evacuation, transportation and at an emergency location if applicable; The designated meeting place outside the building or within the fire-safe area in the event of an actual fire; Smoking safety procedures, the home's smoking policy and location of smoking areas, if applicable; The location and use of fire extinguishers; Smoke detectors and fire alarms; Telephone use and notification of emergency services.

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.)

2600.65a

Staff Member B, whose date of hire was 4.12.18, and Staff Member C, whose date of hire was 1.22.18, received their initial orientation under the previous management company and is on file with their corporate office. Management services transitioned between companies on 10/1/18.

The Landing completed re-orientation for all employees when the loss of data was discovered to ensure that required topics are on file in the community.

Future New Employee Orientation will be kept on file in the community on a form viewed by the Department and will be monitored through the Quality Management process.

The Administrator will review staff's training record quarterly to ensure ongoing compliance. 9/5/19

Legal Entity Representative

AAA

Monica Paulino
Signature

Monica Paulino General Manager
Printed Name and Title

8/1/19
Date

06/13/2019

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THE LANDING OF COLLEGEVILLE

142610

65a - FS Orientation 1st Day (continued)

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(Initials)

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THE LANDING OF COLLEGEVILLE

142610

65b - Rights/Abuse 40 Hours

Regulations

2600.

65.b. Within 40 scheduled working hours, direct care staff persons, ancillary staff persons, substitute personnel and volunteers shall have an orientation that includes the following:

- 1. Resident rights.
- 2. Emergency medical plan,
- 3. Mandatory reporting of abuse and neglect under the Older Adult Protective Services Act (35 P.S. § § 10225.101—10225.5102).
- 4. Reporting of reportable incidents and conditions.

Description of Violation

Staff persons B and C completed their 40th scheduled work hour. However, these staff persons did not complete training in the following topics: resident rights, emergency medical plan, mandatory reporting of abuse and neglect under the Older Adult Protective Services Act (35 P.S. § § 10225.101—10225.5102), reporting of reportable incidents and conditions.

Plan of Correction (POC)

Staff Member B, whose date of hire was 4.12.18, and Staff Member C, whose date of hire was 1.22.18, received their initial orientation under the previous management company and is on file with their corporate office. Management services transitioned between companies on 10/1/18.

The Landing completed re-orientation for all employees when the loss of data was discovered to ensure that required topics are on file in the community.

Future New Employee Orientation will be kept on file in the community on a form viewed by the Department and will be monitored through the Quality Management process by the Administrator.

Legal Entity Representative

Monica Paulino
Signature

Monica Paulino General Manager
Printed Name and Title

8/1/19
Date

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THE LANDING OF COLLEGEVILLE

142610

65c - Ancillary Staff Orientation

Regulations

2600.

65.c. Ancillary staff persons shall have a general orientation to their specific job functions as it relates to their position prior to working in that capacity.

Description of Violation

Ancillary staff person B, whose first day of work was 10-1-18, did not have a general orientation to his/her specific job functions.

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.)

2600.65c

Staff Member B, whose date of hire was 4.12.18, received their initial orientation under the previous management company and is on file with their corporate office. Management services transitioned between companies on 10/1/18.

The Landing completed re-orientation for all employees when the loss of data was discovered to ensure that required topics are on file in the community.

Future New Employee Orientation will be kept on file in the community on a form viewed by the Department and will be monitored through the Quality Management process by the Administrator.

Legal Entity Representative

Monica Paulino
Signature

Monica Paulino General Manager
Printed Name and Title

8/1/19
Date

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THE LANDING OF COLLEGEVILLE

142610

65e - 12 Hours Annual Training

Regulations

2600.

65.e. Direct care staff persons shall have at least 12 hours of annual training relating to their job duties.

Description of Violation

Direct care staff person D received no annual training in training year 2018.

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.)

2600.65.e

Staff Member D completed most of their annual training house under the previous management company and is on file with their corporate office. Management services transitioned between companies on 10/1/18.

The Landing recognized the loss of records and ensured that Staff Member D completed all mandatory topics in December 2018, although the total hours did not meet the 12 hour minimum required by 65e.

Moving forward all training documentation will be kept on file in the community on a form viewed by the Department and will be monitored through the Quality Management process by the Administrator.

Staff D, completed only 3 hours of required annual trainings for the year 2018, and will need to complete the remaining 9 hours in addition to the 12 hours of annual required training for year 2019; totaling 21 hours of required training for the year 2019 to be in compliance.

The Administrator, will develop a training/tracking system that will prompt the need for required training to be completed; and a designed person to verify completion of training. 9/5/19.

Legal Entity Representative

AAA

Monica Paulo
Signature

Monica Paulina
General Manager
Printed Name and Title

8/1/19
Date

Date

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THE LANDING OF COLLEGEVILLE

142610

131f - Fire Extinguisher Inspection

Regulations

2600.

131.f. Fire extinguishers shall be inspected and approved annually by a fire safety expert. The date of the inspection shall be on the extinguisher.

Description of Violation

The fire extinguishers throughout the home have not been inspected by a fire safety expert since 2017.

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.)

2600.131f

The company scheduled to complete the inspection did not show to their scheduled inspection time in May 2018.

Another company has been located, and the inspection has been completed.

A new agreement has been signed to ensure continuation of services. The Plant Operations Manager will monitor compliance monthly.

A checklist will be created that will prompt the need to verify and ensure that the fire extinguisher is inspected and serviced in adherence to the cited reg. 9/5/19

AAA

Legal Entity Representative

Monica Paulino
Signature

Monica Paulino, General Manager
Printed Name and Title

8/1/19
Date

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(Date)

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THE LANDING OF COLLEGEVILLE

142610

132b - Safety Inspection/Fire Drill

Regulations

2600.

132.b. A fire safety inspection and fire drill conducted by a fire safety expert shall be completed annually. Documentation of this fire drill and fire safety inspection shall be kept.

Description of Violation

The home did not have documentation of an annual fire safety inspection or drill conducted by a fire safety expert.

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.)

2600.132b

The Landing received a fire safety inspection and a fire drill conducted by a fire safety expert on 9.22.18

The community completes monthly fire drills and the next inspection and observed fire drill is scheduled for September 2019. This process will be managed by the Plant Ops Manager and monitored through the Quality Management process by the Administrator.

The Administrator or a designee will create a tracking system to ensure that a fire drill conducted by a fire safety expert occurs annually and that the same is kept in the facility's record. 9/5/19

AAA

Legal Entity Representative

Monica Paulino
Signature

Monica Paulino General Manager 8/1/19
Printed Name and Title Date

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06/13/2019

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THE LANDING OF COLLEGEVILLE

142610

132d - Evacuation

Regulations

2600.

132.d. Residents shall be able to evacuate the entire building to a public thoroughfare, or to a fire safe area designated in writing within the past year by a fire safety expert within the period of time specified in writing within the past year by a fire safety expert. For purposes of this subsection, the fire safety expert may not be a staff person of the home.

Description of Violation

During the fire drill on 11/27/18 at 5:55 am, residents evacuated to a public thoroughfare or public area. The home does not have a maximum safe evacuation time specified in writing within the past year by a fire safety expert. The home exceeded an evacuation time of 2 minutes 30 seconds during the following drills: 5/23/19, 4/4/19, 3/14/19, 2/28/19, 1/31/19 12/28/18, 11/27/18, 9/22/18 and 8/23/18.

Plan of Correction (POC)

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2600.132d

The Landing is not able to locate the 2018 letter verifying the evacuation time of 8 minutes 30 seconds that was established by Fire Safety experts in both 2016 and 2017. The average response time during the period measured was 6 minutes and 47 seconds.

The community completes monthly fire drills and the next inspection and observed fire drill is scheduled for September 2019, during which time the evacuation time will be verified by the Fire Safety Expert. This process will be managed by the Plant Ops Manager and monitored through the Quality Management process by the Administrator.

Legal Entity Representative

Monica Paulino
Signature

Monica Paulino General Manager 8/1/19
Printed Name and Title Date

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(Initials)

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06/13/2019

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THE LANDING OF COLLEGEVILLE

142610

190c - Record of Training

Regulations

2600.

190.c. A record of the training shall be kept including the staff person trained, the date, source, name of trainer and documentation that the course was successfully completed.

Description of Violation

The home's medication practicum for Staff person D. does not include the signature of the trainer to document a valid practicum.

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.)

2600.190c

Education has been provided to ensure the medication trainer reviews the training documents prior to filling to ensure completion of the form.

This process will be managed by the Director of Health and Wellness and will be monitored through the Quality Management process by the Administrator.

Legal Entity Representative

Monica Paulino
Signature

Monica Paulino General Manager 8/1/19
Printed Name and Title Date

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06/13/2019

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THE LANDING OF COLLEGEVILLE

142610

236 - Staff Training

Regulations

2600.

236. Training - Each direct care staff person working in a secured dementia care unit shall have 6 hours of annual training related to dementia care and services, in addition to the 12 hours of annual training specified in § 2600.65 (relating to direct care staff person training and orientation).

Description of Violation

Direct care staff person D, who works in the Secure Dementia Care Unit (SDCU) had only 5 hours of training in dementia care during the 2018 training year.

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.)

2600.236

Staff Member D completed most of their annual training house under the previous management company and is on file with their corporate office. Management services transitioned between companies on 10/1/18.

The Landing recognized the loss of records and ensured that Staff Member D completed all mandatory topics in December 2018, although the total hours did not meet the 6 hour minimum required by 236.

Moving forward all training documentation will be kept on file in the community on a form viewed by the Department and will be monitored through the Quality Management process by the Administrator.

Staff D, will be required to complete a total of 7 hours of required training pertaining to dementia to be in compliance for the 2019 annual required training. 9/5/19

AAA

Legal Entity Representative

Monica Paulino
Signature

Monica Paulino General Manager
Printed Name and Title

8/1/19
Date

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