



pennsylvania
DEPARTMENT OF HUMAN SERVICES

**Sent via e-mail to: gauglerm@diakon.org
MAILING DATE: August 20, 2019**

Mr. Scott Habecker
Chief Operating Officer/Chief Financial Officer
Diakon Lutheran Social Ministries
1 South Home Drive
Topton, Pennsylvania 19562

RE: Luther Crest Retirement Community
Commons, 800 Hausman Road
Allentown, Pennsylvania 18104
License #: 216290

Dear Mr. Habecker:

As a result of the Department's Bureau of Human Services Licensing inspection on June 24, 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 "M. Moskalczyk".

Michel Moskalczyk
Human Services Licensing Supervisor

Enclosure
Violation Report

Violation Report

Facility Information

Name: *LUTHER CREST RETIREMENT COMMUNITY* License Number: *216290*
 Address: *COMMONS 800 HAUSMAN ROAD, ALLENTOWN, PA 18104*
 County: *LEHIGH* Region: *NORTHEAST*

Administrator

Name: *Michele Gaugler* Phone: *6106821262* Email: *PILEM@DIAKON.ORG*

Legal Entity

Name: *DIAKON LUTHERAN SOCIAL MINISTRIES*
 Address: *1 SOUTH HOME DRIVE, TOPTON, PA, 19562*

Certificate(s) of Occupancy

Type: *I-1* Date: Issued By:

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *50* Waking Staff: *38*

Inspection

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

Inspection Dates and Department Representative

06/24/2019 - On-Site: Amy Deluca

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *71* Residents Served: *28*

Secured Dementia Care Unit

In Home: *Yes* Area: *na* Capacity: *13* Residents Served: *13*

Hospice

Current Residents: *2*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *28*
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*
 Have Mobility Need: *22* Have Physical Disability: *0*

LUTHER CREST RETIREMENT COMMUNITY

216290

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 6/10/2019 staff person A was suspended due to a report of suspected mistreatment of resident #1. The home completed their investigation on 6/12/2019 and allowed staff person A to return to work unsupervised on 6/12/19. The home did not submit a plan of supervision for staff person A prior to the Department's regional office completing an investigation.

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.)

Facility administrator or designee will contact DHS via phone prior to having a staffer return to work if the facility and AAA investigation is complete but DHS has not yet done an investigation to ensure clear communication between the facility and the department and ensure compliance.

**Ongoing:

If any future allegations of abuse occur, the home will immediately take the following steps:

- 1. Suspend the staff person or persons involved
- 2. Report the alleged abuse to the Department
- 3. Report the alleged abuse to the local Area Agency on Aging
- 4. Report the alleged abuse to the resident's designated person, if any.

8-8-19

MM

Legal Entity Representative

[Handwritten Signature]
Signature

Michelle Gaugler Administrator 7/19/19
Printed Name and Title Date

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

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

Plan of correction implementation status as of 8-8-19
(Date)

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

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

LUTHER CREST RETIREMENT COMMUNITY

216290

42c - Treatment of Residents

Regulations

2600.

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

Description of Violation

On 6/9/2019 Resident #2 followed staff person A out of the home's secure dementia unit. Staff person A was overheard reacting to this by opening the door to the unit and telling resident #2 to "get your ass back in there". Staff person A failed to treat resident #2 with dignity and respect.

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.)

Employee was placed on performance improvement plan, accompanied by discipline. The plan is reviewed by the employee and supervisor weekly and bi-weekly by administrator through July. The plan required an eight-hour dementia training class, five hour Teepa Snow video assignment with a teach back to Administrator at completion and demonstration of improvement to be documented on performance plan. Starting August the employee's performance will be reviewed quarterly for one year by supervisor and administrator.

Legal Entity Representative

Michelle Gaugler
Signature

Michelle Gaugler Administrator 7/19/19
Printed Name and Title Date

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