



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Sent via e-mail to: jatiyeh@hgseiorliving.com
MAILING DATE: December 12, 2019

Ms. Jacklyn L. Atiyeh
Executive Director
Heather Glen Senior Living, LLC
5930 Hamilton Boulevard
Wescosville, Pennsylvania 18106

RE: Heather Glen Senior Living
415 Blue Barn Road
Allentown, Pennsylvania 18104
License #: 226820

Dear Ms. Atiyeh:

As a result of the Department's Bureau of Human Services Licensing inspection on July 26, 2019 and July 29, 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 "Anne Graziano".

Anne Graziano
Human Services Licensing Supervisor

Enclosure
Violation Report

Violation Report

Facility Information

Name: HEATHER GLEN SENIOR LIVING

License Number: 22682

Address: 415 BLUE BARN ROAD, ALLENTOWN, PA 18104

County: LEHIGH

Region: NORTHEAST

Administrator

Name: Jackie Atiyeh

Phone: 6108414478

Email: ~~JAATNER@HGSENIORLIVING.COM~~
~~DFROST@HGSENIORLIVING.COM~~

Legal Entity

Name: HEATHER GLEN SENIOR LIVING LLC

Address: 5930 HAMILTON BOULEVARD, WESCOSVILLE, PA, 18106

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff:

Total Daily Staff: 112

Waking Staff: 84

Inspection

Type: Partial

BHA Docket #:

Notice: Unannounced

Reason: Incident

Inspection Dates and Department Representative

07/26/2019 - Off-Site: Duane Valence

07/29/2019 - Off-Site: Duane Valence

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 120

Residents Served: 80

Secured Dementia Care Unit

In Home: Yes

Area: N/A

Capacity: 48

Residents Served: 20

Hospice

Current Residents: 5

Number of Residents Who

Receive Supplemental Security Income: 0

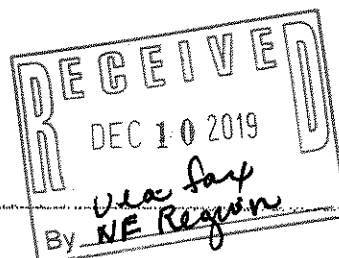
Are 60 Years of Age or Older: 80

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 32

Have Physical Disability: 1



HEATHER GLEN SENIOR LIVING

22582

42c - Treatment of Residents

Regulations:

2600.

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

Description of Violation

On the evening shift of 7-8-19 Employee A spoke to Resident # 1 harshly and used profane language. The employee failed to treat Resident # 1 in a dignified and respectful manner.

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.)

On 7/9/19 it was reported to Executive Director that a co-worker had been Verberal abusive to resident 1 on Night shift (11pm-7am). Executive Director spoke to resident #4 regarding the issue of Verberalization used in the conversation previous evening. Resident stated "The employee was not nice and there are other people in the world who are not nice." Executive Director contact contact employee requesting her to come in for a meeting, during the meeting Executive Director terminated employee for treating resident 1 with lack of dignity and respect.

Following this all employees were retrained on abuse of residents and regulation 42 c this occurred at the All Staff Meeting held on July 31st. As Heather Glen reports all staff will be trained on the required topics in resident rights 2600.42 A-4 including resident abuse and neglect.

Legal Entity Representative


Signature

Jacklyn Atiyeh Executive Director 12/11/19
Printed Name and Title Date

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The above plan of correction is approved as of

12-11-19

(Date)

Plan of correction implementation status as of

12-11-19

(Date)

The above plan of correction was approved by

ag
(Initials)

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

HEATHER GLEN SENIOR LIVING

22682

231.b - Medical Evaluation

Regulations

2600.

231.b. A resident shall have a medical evaluation by a physician, physician's assistant or certified registered nurse practitioner, documented on a form provided by the Department, within 60 days prior to admission. Documentation shall include the resident's diagnosis of Alzheimer's disease or other dementia and the need for the resident to be served in a secured dementia care unit.

Description of Violation

- Resident #1 was admitted to the home's secure dementia care unit on 6/17/2019. Resident #1's documented medical evaluation was completed by a physician on 3/25/2019. Resident #1's medical evaluation was completed more than 60 days prior to resident#1's admission.

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.)

As facility reopens from the fire that occurred on September 22, 2019. Executive Director and Heather Glen's New Director of Wellness will create a tickler file for tracking dates on Medical Evaluations and (BASP, care plans). Director of Wellness will monitor on a monthly basis. Executive Director and Director of Wellness will train admissions and Marketing Personnel on requirements of date window for New Admissions.

Legal Entity Representative

[Handwritten Signature]
Signature

Jacklyn Atvch Executive Director 12/6/19
Printed Name and Title Date

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The above plan of correction is approved as of 12-11-19
(Date)

Plan of correction implementation status as of 12-11-19
(Date)

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

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