



Sent via e-mail khicq@independencecourt.com
Sent via e-mail dconnor@nationaldevelopmentcorp.com
November 8, 2019

Mr. Kenneth D. Hook
Executive Director
National Health Management, LLC
437 Grant Street
Pittsburgh, Pennsylvania 15219

RE: Independence Court of Quakertown
1660 Park Avenue
Quakertown, Pennsylvania 18951
License #: 127030

Dear Mr. Hook:

As a result of the Department's Bureau of Human Services Licensing inspection on August 20, 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.

Sincerely,

Sandra Wooters

Sandra Wooters, MHS, ACG
Human Services Licensing Supervisor

Enclosure
Violation Report

Violation Report

Facility Information

Name: *INDEPENDENCE COURT OF QUAKERTOWN*
 Address: *1660 PARK AVENUE,, QUAKERTOWN, PA 18951*
 County: *BUCKS* Region: *SOUTHEAST*

License Number: *12703*

Administrator

Name: *KENNETH HOOK* Phone: *2155387050* Email: *DCONNOR@NATIONALDEVELOPMENTCORP.COM*

Legal Entity

Name: *NATIONAL HEALTH MANAGEMENT LLC*
 Address: *437 GRANT STREET, PITTSBURGH, PA, 15219*

Certificate(s) of Occupancy

Type: *C-2 LP* Date: Issued By:

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *122* Waking Staff: *92*

Inspection

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

Inspection Dates and Department Representative

08/20/2019 - On-Site: Natasha Braswell

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *120* Residents Served: *110*

Secured Dementia Care Unit

In Home: *No* Area: Capacity: Residents Served:

Hospice

Current Residents: *8*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *108*
 Diagnosed with Mental Illness: *3* Diagnosed with Intellectual Disability: *7*
 Have Mobility Need: *12* Have Physical Disability: *7*

42c - Treatment of Residents

Regulations

2600.

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

Description of Violation

The residents of the home have voiced their concerns for the staff to be more compassionate, kind, and sensitive to their individual needs. The residents expressed concern for the medication process to be less congested. This information was obtained from resident council meeting minutes on: 2-19-19, 3-5-19, 4-2-19, 6-4-19, and 8-6-19. Staff person A, was asked about the concerns of the residents.

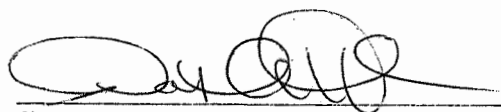
Staff person A, explained the medication process can be congested due residents who are in wheelchairs require more space. Therefore, residents without wheelchairs walk to the front of the line and are given their medications first. Staff person A, advised this process makes it easier for the nursing staff. The home has failed to provide dignity and respect for residents with mobility needs.

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 P.O.C.

Legal Entity Representative



Signature

Patricia Honland Dir of Res Care 10/11/19

Printed Name and Title

Date

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

The above plan of correction is approved as of 11/7/19
(Date)

Plan of correction implementation status as of 11/7/19
(Date)

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

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

Plan of Correction for visit 8/20/19
2600.

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

Independence Court of Quakertown (ICQ) staff meant no disrespect when allowing residents without ambulatory needs or those independent with an ambulation device into medication room. While it is safer for those residents to sit and promote their independence, we understand how it could be interpreted as “line jumping” by the residents waiting in their wheelchairs. Those residents with abilities to walk into medication rooms did not necessarily receive their medications before those in wheelchairs. We had a similar congestion problem on the first floor but within the past year we were able to construct a new medication room to decrease congestion and have the medication pass flow smoother. We have similar plans/ideas for the second floor. These plans would not just mean a financial concern but it would require local authority approval including but not limited to the Fire Marshall.

Review of regulation 2600.42c Residents shall be treated with dignity and respect, will be addressed at meeting on 10/16/19 (those staff not in attendance will receive information by 11/30/19). Staff will encourage resident’s whether self-propelling in wheelchairs or assisted in wheelchair to wait in activities room upon arrival, if there is inadequate space to accommodate them in the medication room, this is to improve “congested areas”. Residents will be given a number to reflect when they arrived at the medication room and medications will be administered on a first come first serve basis. Resident care staff will also need to complete on-line training through IPCed courses SP037 Respecting Resident Rights, Promoting Dignity and Encouraging Independence and CARE 104 Communicating with Others (completion due by 11/30/19).

Director of Nursing or Designee will attend Resident Council meeting on 12/3/19, to see if the changes have helped with noted congestion and increased feelings of staff for compassion, kindness and sensitivity toward residents.

The administrator will observe the medication administration area during med passes on a weekly basis to ensure the residents are being treated with dignity and respect, starting immediately.

The administrator will also interview residents on a monthly basis to learn how they are being treated, starting immediately.

The administrator will discuss the importance of treating residents with respect at monthly staff meetings for the next six months, starting immediately. (slw 11/7/19)

60b - Additional Staffing

Regulations

2600. 60.b. The Department may require additional staffing as necessary to protect the health, safety and well-being of the residents. Requirements for additional staffing will be based on the resident's assessment and support plan, the design and construction of the home and the operation and management of the home.

Description of Violation

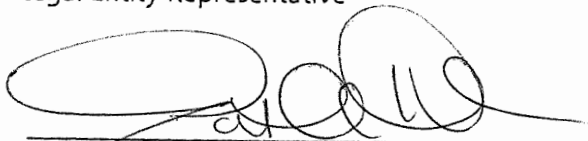
On 9/20/19, Staff person B, reported she is working a double due to the home being short staffed. Staff person states administrator is aware of the staffing issue. The needs of the residents are not being met as recorded by resident council meeting minutes on 8/6/19. Residents are concerned with long wait times for resident care, some report waiting over an 1 hour for care. The home has failed to adequately staff the home in accordance with the resident needs.

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 POC

Legal Entity Representative



Signature

Patricia Honland (Dir of Res Care) 10/11/19

Printed Name and Title

Date

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Plan of Correction for visit 8/20/19
2600.

60.b The Department may require additional staffing as necessary to protect the health, safety and well-being of the residents. Requirements for additional staffing will be based on the resident's assessment and support plan, the design and construction of the home and the operation and management of the home.

Independence Court of Quakertown (ICQ) respectfully feel staffing is adequate to meet the needs of the residents served.

Staff person B payroll record was not reviewed to verify a double shift was worked on, 8/20/19 (Payroll record attached). Staff person B signed up to work a double shift on 8/21/19 for staffing needs. ICQ management has never mandated staff to work a double. Our staff have volunteered to work a double with call outs, vacations, or Holidays, to meet staffing needs.

Review of regulation 2600.60b will be addressed with Resident Care staff on 10/16/19 (those staff not in attendance will receive information by 11/30/19). Review of regulation 2600.57a-d will be addressed with Resident Care staff on 10/16/19, to understand the required staffing.

Resident Care Director will address concerns of "long wait times for care" at 10/16/19 meeting (those not in attendance will receive information by 11/30/19). We will remind Direct Care Staff to answer call bells in a timely manner. If unable to do so, they need to communicate with a co-worker to assist the resident in need.

Director of Nursing or Designee will attend the Resident Council meeting on 12/3/19, to see if there are any care concerns.

The administrator will review the staffing hours on a weekly basis to ensure adequate staff are available to meet the needs of the residents, including those with mobility needs, starting immediately. (slw 11/7/19)