



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Sent via e-mail to: jatiyeh@hgseniorliving.com
MAILING DATE: August 7, 2020

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 Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department) review on September 24, 2019, and January 23, 2020 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,

A handwritten signature in black ink that reads "Anne Graziano".

Anne Graziano
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

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: Jacklyn L. Atiyeh

Phone: 6108414478

Email: jatiyeh@hgseniorkiving.com

Legal Entity

Name: HEATHER GLEN SENIOR LIVING LLC

Address: 5930 HAMILTON BOULEVARD, WESCOSVILLE, PA, 18106

Certificate(s) of Occupancy

Type: I-1

Date:

Issued By:

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

09/24/2019 - On-Site: Jason Harvey

01/23/2020 - On-Site: Jason Harvey, Corey Pica

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 120

Residents Served: 82

Secured Dementia Care Unit

In Home: Yes

Area: First Floor

Capacity: 48

Residents Served: 27

Hospice

Current Residents: 5

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 82

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 30

Have Physical Disability: 0

61 - Substitute Coverage

Regulations

2600.

61. Substitute Personnel - When regularly scheduled direct care staff persons are absent, the administrator shall arrange for coverage by substitute personnel who meet the direct care staff qualifications and training requirements as specified in § 2600.54 and § 2600.65 (relating to qualifications for direct care staff persons; and direct care staff person training and orientation).

Description of Violation

An interview with the owner of the management company for the personal care home determined that on the night of the fire on 9/22/19, six staff were scheduled to work the 3rd shift when the fire occurred. One of these staff staff called off, but a substitute staff was not called in to cover the shift as required by the regulation and only five staff were working.

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.)

Executive Director delegates scheduling to Supervisors. Executive Director was made aware of the both employee calling out the evening of the fire (September 22, 2019) after fire had occurred.

Executive Director and Management Team terminated the Supervisor who did the Nursing Schedule upon learning about the six employee calling off due to the severity of the situation and Supervisor being trained in regulations regarding Nursing Schedule.

Since the reopening of Heather Glen Senior Living, Executive Director & Management Team have hired a new supervisor to handle Nursing Schedule.

Executive Director & Scheduling Supervisor discusses scheduling on a daily basis. Executive Director has trained all Supervisor on regulations of staffing requirements. Executive Director will continue to monitor scheduling with set supervisor in charge of scheduling, to ensure proper coverage of all shifts.

Legal Entity Representative

Jacklyn Atiyeh
Signature

Jacklyn Atiyeh Executive Director
Printed Name and Title
Date 7/24/2020

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The above plan of correction is approved as of 7-27-2020
(Date)

Plan of correction implementation status as of 7-27-2020
(Date)

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

Implemented
 Not Implemented

90b - Staff Communication

Regulations

2600.

90.b. For a home serving 9 or more residents, there shall be a system or method of communication that enables staff persons to immediately contact other staff persons in the home for assistance in an emergency.

Description of Violation

An interview with the owner of the management company for the personal care home determined that on the night of the fire on 9/22/19, 3rd shift staff person #1 did not have a walkie-talkie, which is the means of communication used by staff to contact other staff in the event of an emergency. Staff person #1 indicated that they did not have a walkie-talkie because they did not know where they were located.

Plan of Correction (POC)

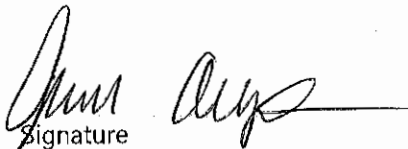
(Attach pages as necessary. Remember that you must sign and date any attached pages. Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.)

On 9/22/2019 the night of the fire, staff did have walkie-talkies. All employees and employee #1 had been trained prior to the fire, how and locations of walkie-talkies. It is unknown why Executive Director that employee #1 did not have a walkie-talkie. Unfortunately, during the active fire, sprinklers activated and employees and walkie-talkies were drenched in water from sprinklers consequently walkie-talkies were damaged and did not work.

Since the reopening of Heather Glen Senior Living on 2/1/2020 facility has purchased new walkie-talkies and retrained staff how and where they are located in the building.

Executive Director will keep instructing staff and ensuring that all Supervisors are checking to see if employees are carrying walkie-talkies. Executive Director and Supervisors will also ensure walkie-talkies are in working order on a daily basis.

Legal Entity Representative


Signature

Jacklyn Atiyah Executive Director 7/24/2020
Printed Name and Title Date

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The above plan of correction is approved as of	7-27-2020	Plan of correction implementation status as of	7-27-2020
	(Date)		(Date)
The above plan of correction was approved by	ag	<input checked="" type="checkbox"/> Implemented	
	(Initials)	<input type="checkbox"/> Not Implemented	