



November 20, 2019

Mr. Robert Baker
Chief Executive Officer
Keystone Service Systems, Inc.
124 Pine Street
Harrisburg, Pennsylvania 17101

RE: Market Street Specialized Community Residence
1926 East Market Street
York, Pennsylvania 17402
Certificate #: 312380

Dear Mr. Baker:

As a result of the Department's Bureau of Human Services Licensing's annual licensing inspection on September 27, 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", written over a faint, illegible background.

Kevin Hancock
Deputy Secretary
Office of Long-term Living

Enclosure
Violation Report

Violation Report

Facility Information

Name: *MARKET STREET SPECIALIZED COMMUNITY RESIDENCE* License Number: *31238*
Address: *1926 EAST MARKET STREET,, YORK, PA 17402*
County: *YORK* Region: *CENTRAL*

Administrator

Name: *Robinn House* Phone: *717.650.1168* Email:

Legal Entity

Name: *KEYSTONE SERVICE SYSTEMS INC*
Address: *4391 STURBRIDGE DRIVE, HARRISBURG, PA, 17110*

Certificate(s) of Occupancy

Type: *R-3* Date: *05/05/2006* Issued By: *Springettsbury Township*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *9* Waking Staff: *7*

Inspection

Type: *Full* BHA Docket #: Notice: *Unannounced*
Reason: *Renewal*

Inspection Dates and Department Representative

09/27/2019 - On-Site: Laura Heemer

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *8* Residents Served: *8*

Secured Dementia Care Unit

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

Hospice

Current Residents: *0*

Number of Residents Who:

Receive Supplemental Security Income: *6* Are 60 Years of Age or Older: *6*
Diagnosed with Mental Illness: *8* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *1* Have Physical Disability: *1*

65f - Training Topics

Regulations

2600.

65.f. Training topics for the annual training for direct care staff persons shall include the following:

2. Instruction on meeting the needs of the residents as described in the preadmission screening form, assessment tool, medical evaluation and support plan.

Description of Violation

Direct Care Staff Person A did not receive training in "Instruction on meeting the needs of the residents as described in the preadmission screening form, assessment tool, medical evaluation and support plan", during 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.)

Direct Care Staff Person A will receive training in "Instruction on meeting the needs of the residents as described in the preadmission screening form, assessment tool, medical evaluation and support plan. Proof of completion via the below described acknowledgement form will be forward to the Department as proof of corrective action by 10/31/19 for each of the current residents.

The Program Administrator will receive education regarding how to track educational requirements of the staff, during supervision with the supervisor by 10/31/2019. (Documentation will be sent to the Department as proof of corrective action by 10/31/2019).

The Market Street Personal Care Home, referred to as the Market Street Specialized Community Residence (SCR) within Keystone Service Systems maintains an annual training plan. The SCR annual training plan was reviewed and updated to include all regulatory required trainings, inclusive of "Instruction on meeting the needs of the residents as described in the preadmission screening form, assessment tool, medical evaluation and support plan." Proof of the updated training plan is contained within Attachment B. Additionally, the SCR training plan is monitored through Keystone Service Systems Learning Management System which prompts employees of required trainings prior to ending of the training year. The Program Administer is also made of aware of the training requirements at the time notification is sent through the Learning Management System to the employee to ensure that appropriate follow up occurs.

Upon completion of each staff person's training in "Instruction on meeting the needs of the residents as described in the preadmission screening form, assessment tool, medical evaluation and support plan" the staff person will complete the acknowledgement form that has been created and the completed forms will be uploaded into Keystone Service Systems Learning Management System for tracking purposes. Refer to Attachment C. Staff person's training will take place immediately following each resident's admission, and after each revision or update to the assessment, medical evaluation and/or support plan.

Legal Entity Representative



Signature

Robert J. Baker

Printed Name and Title

10-18-19

Date

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

The above plan of correction is approved as of 10/21/2019 Plan of correction implementation status as of 10/30/2019
(Date) (Date)

The above plan of correction was approved by BAS Fully Implemented
(Initials) Partially Implemented - Adequate Progress
 Partially Implemented - Inadequate Progress
 Not Implemented

09/27/2019

65g - Annual Training Content

Regulations

2600.
 65.g. Direct care staff persons, ancillary staff persons, substitute personnel and regularly scheduled volunteers shall be trained annually in the following areas:
 3. Resident rights.

Description of Violation

Staff person A did not receive training in "Resident Rights" during 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.)

Staff Person A received training in "Resident Rights" on 10/16/19 as evidenced by Attachment D.

The Program Administrator will receive education regarding how to track educational requirements of the staff, during supervision with the supervisor by 10/31/2019. (Documentation will be sent to the Department as proof of corrective action by 10/31/2019).

The Market Street Personal Care Home, referred to as the Market Street Specialized Community Residence (SCR) within Keystone Service Systems maintains an annual training plan. The SCR annual training plan was reviewed and updated to include all regulatory required trainings, inclusive of Resident Rights. Proof of the updated training plan is contained within Attachment B. Additionally, the SCR training plan is monitored through Keystone Service Systems Learning Management System which prompts employees of required trainings prior to ending of the training year. The Program Administer is also made of aware of the training requirements at the time notification is sent through the Learning Management System to the employee to ensure that appropriate follow up occurs.

Legal Entity Representative



Signature

Robert J. Baker

Printed Name and Title

10-18-19

Date

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