



MAILING DATE: November 4, 2019

Mr. Edward A. Frantz
Authorized Person
Welltower OPCO Group LLC
ATTN: Menerva Philson
7902 Westpark Drive
McLean, Virginia 22102

RE: Sunrise of Upper St. Clair
500 Village Drive
Upper St. Clair, Pennsylvania 15241
Certificate #: 448820

Dear Mr. Frantz:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Office of Long-term Living) review on October 21, 2019, the above facility, we have determined that your submitted plan of correction is:

Fully implemented and in compliance. Continued compliance must be maintained.

If you need assistance, please contact me at 412-491-3875.

Sincerely,

Larry Mazza
Human Services Licensing Supervisor

Enclosure
<Licensing Inspection Summary>

Violation Report

Facility Information

Name: *SUNRISE OF UPPER ST. CLAIR*
Address: *500 VILLAGE DRIVE,, UPPER ST. CLAIR, PA 15241*
County: *ALLEGHENY* Region: *WESTERN*

License Number: *44882*

RECEIVED

11/3/2019

Administrator

Name: *Casey Edmonston* Phone: *4128312200*

Western Region Field Office
Email: Bureau of Human Services Licensing
UPPERST.CLAIR.ED@SUNRISESENIORLIVING.COM

Legal Entity

Name: *WELLTOWER OPCO GROUP LLC*
Address: *7902 WESTPARK DRIVE, ATTN - MENERVA PHILSON, MCLEAN, VA, 22102*

Certificate(s) of Occupancy

Type: *1-2* Date: Issued By:

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *147* Waking Staff: *110*

Inspection

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

Inspection Dates and Department Representative

10/21/2019 - On-Site: Lauren Spagna

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *94* Residents Served: *90*

Secured Dementia Care Unit

In Home: *Yes* Area: *3rd Floor* Capacity: *36* Residents Served: *35*

Hospice

Current Residents: *11*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *93*
Diagnosed with Mental Illness: *2* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *57* Have Physical Disability: *1*

42c - Treatment of Residents

Regulations

2600.

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

Description of Violation

On 10/6/19, staff member A used a cell phone to film staff person B in resident #1's bedroom trying on the resident's underwear over her clothes and talking about resident #1's underwear size. Staff member A can be heard laughing during the footage, and staff member B is heard saying, "Look [resident #1's name], you can still dig in your crotch". Staff member A then shared this video on the social media platform, Snapchat. The home's Cell Phone Usage Policy states, "For team members who provide resident care, cellular phone and PDA's may only be used during scheduled meal periods and/or scheduled breaks."

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.)

Please see attached.

See Page 2A of 2

Legal Entity Representative

Casey Edmondston
Signature

Casey Edmondston
Printed Name and Title

10/30/19
Date

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

The above plan of correction is approved as of 11/4/19
(Date)

Plan of correction implementation status as of 11/4/19
(Date)

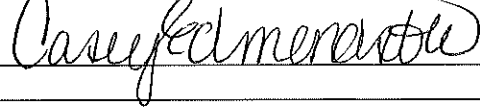
The above plan of correction was approved by EM
(Initials)

Implemented
 Not Implemented

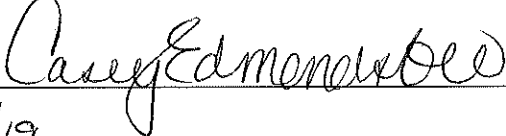
Sunrise Senior Living Plan of Correction

Name of Personal Care Home: Sunrise of Upper St. Clair
Address of PCH: 500 Village Drive Upper St. Clair PA 15241
License number: 143250
Inspection date(s): 10/21/19

Name/Title of Legal Entity Representative Signing the Plan of Correction:
Casey Edmondston, Executive Director (Administrator)

Signature of Sunrise Representative: 
Date of Submission: 11/1/19

Regulation 55 Pa.Code § 2600.	Target Date by Which Correction will be completed	Plan of Correction
2600.42(c)	10/7/19	Immediately upon staff persons reporting video to facility, Staff Member A, and Staff Member B were placed on administrative leave pending investigation.
	10/14/19	Following investigation, both Staff Person A and Staff Person B were discharged from Sunrise Senior Living of Upper St. Clair.
	10/24/10 and ongoing	In-service completed for direct care staff regarding resident rights, and providing dignity and respect to all residents. Training on resident rights will continue to be held annually and upon hire.
	10/24/19	Along with resident rights training, direct care staff were trained on Sunrise Cell Phone Policy as well as social media policy, Team members were asked to sign off on acknowledgement of both policies, this is also completed upon hire.
	10/24/19 And ongoing	Care manager understanding of resident rights including the resident's right to dignity and respect will be evaluated in conjunction with annual performance appraisals by their respective Department Coordinators (supervisor).
	11/5/19	The POC including training progress will be discussed and evaluated (for up to 3 months) by the Executive Director and Coordinators at the QAPI meeting to ensure it is still effective. If not effective it will be amended and a new POC and training will be implemented and monitored to ensure the violation does not occur again.

Signature of Sunrise Representative: 
Date of Submission: 11/1/19

Responses on the enclosed plan of correction do not constitute an admission or agreement of the truth of the facts alleged or the conclusion set forth in the regulatory report. The responses are prepared solely as a matter of compliance with law.