



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Sent via email to: cbills@inspiritseniorliving.com
MAILING DATE: March 2, 2020

Ms. Carolyn Tomlinson
Executive Director
Inspirit Macungie Operator LLC
6488 Albertis Road
Macungie, Pennsylvania 18062

RE: The Willow, An Inspirit Senior Living
Community
License #: 226810

Dear Ms. Tomlinson:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department) review on January 2, 2020 and January 24, 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: THE WILLOW, AN INSPIRIT SENIOR LIVING COMMUNITY
Address: 6488 ALBERTIS ROAD,, MACUNGIE, PA 18062
County: LEHIGH **Region:** NORTHEAST

License Number: 22681

Administrator

Name: Connie Bills **Phone:** 6104218100 **Email:** cbills@inspiritseniorliving.com

Legal Entity

Name: INSPIRIT MACUNGIE OPERATOR LLC
Address: 6488 ALBERTIS ROAD, MACUNGIE, PA, 18062

Certificate(s) of Occupancy

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

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 61 **Waking Staff:** 46

Inspection

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

Inspection Dates and Department Representative

01/02/2020 - On-Site: Ryan Yankowy, Ann O'Haire

01/24/2020 - On-Site: Ryan Yankowy, Amy Deluca

01/13/2020 - Off-Site: Ryan Yankowy

01/21/2020 - Off-Site: Ryan Yankowy

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 67 **Residents Served:** 56

Secured Dementia Care Unit

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

Hospice

Current Residents: 5

Number of Residents Who:

Receive Supplemental Security Income: 0 **Are 60 Years of Age or Older:** 55
Diagnosed with Mental Illness: 6 **Diagnosed with Intellectual Disability:** 0
Have Mobility Need: 5 **Have Physical Disability:** 0

16c - Written Incident Report

Regulations

2600.

16.c. The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in § 2600.15 (relating to abuse reporting covered by law).

Description of Violation

Resident #1 hit a staff member on 11/22/19. The residents hand appeared to be bruised on 11/24/19, an X-ray was completed on 11/24/19. Resident #1 fractured the right pinky finger. The home did not submit an incident report to the Department regarding the injury until 11/26/19.

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.)

Legal Entity Representative

Corinne Hill
Signature

Corinne Hill, Executive Director 2/25/20
Printed Name and Title Date

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

The above plan of correction is approved as of 2-25-2020
(Date)

Plan of correction implementation status as of 2-25-2020
(Date)

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

Implemented
 Not Implemented

This regulation is important because reporting incidents allows DHS to respond promptly to serious situations and offers homes the opportunity to provide information that may reduce the need for DHS to pursue additional information. It also alerts homes to make sure all avenues are pursued to ensure proper treatment is done and followed through.

Action:	Owner:	Completion Date:
ED reported incident to DHS but it was outside of 24-hour window.	ED	11/26/2019
ED retrained Managers on the importance of regulation 16c and letting the ED know when a resident has an incident or is taken to the hospital. ✱	ED	2/25/2020
ED instructed managers on how to properly Fill out State Reportable Form, fax to DHS, wait For conformation and make a copy of both papers. The copy is to be put on the resident's chart. ✱✱	ED	2/25/2020
ED instructed manages when they are Manager -on -Duty and A resident has been sent to the hospital, they are to call the hospital And find out if the resident has been admitted and what the Diagnosis is. They are then to ensure that a state reportable is completed And faxed to DHS within 24 hours.	ED	2/25/2020
ED instructed RWD to make sure to follow through with the Hospital when a resident is sent out, or they have an incident. Again, making sure that if the requirements of 2600.16 are met that		

2-25-2020

ag

A state reportable form is completed and faxed to DHS within 24 hours.

ED

2/25/2020

2-25-2020

ag

* See attachment #1
** See attachment #2

227d - Support Plan Medical/Dental

Regulations

2600.

227.d. Each home shall document in the resident's support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident's physician, physician's assistant or certified registered nurse practitioner, determine the necessity of these services. This requirement does not require a home to pay for the cost of these medical and behavioral care services.

Description of Violation

Interviews with staff as well as notes in Resident #1's record indicate that the resident can be physically aggressive with staff and residents. Resident #1's RASP dated 1/17/19 is not updated to reflect the residents current care 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.)

Legal Entity Representative

Connie U Bills
Signature

Connie U Bills Executive Director 2/25/20
Printed Name and Title Date

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(Date)

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(Date)

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

Implemented
 Not Implemented

This regulation is important because it ensures that each resident's needs are met as their needs change and that accountability for meeting those needs is firmly established.

Action	Owner	Completion Date
The RWD was trained on when and how To update RASP's * * *	ED	1/25/2020
The RWD will maintain updating on all Resident's RASPs	RWD	started 1/25/2020
RWD updated RASP of Resident #1 to reflect Behaviors and needs. * * * * *	RWD	1/25/2020
ED will double updating on resident RASP's As they are done	ED	started 1/25/2020
All resident's charts will be audited every 3 Months * * * * *	ED&/orRWD	started 2/25/2020

Audit records will be retained by the home. 2-25-2020.

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