



MAILING DATE: April 1, 2020

Ms. Denise Moyer-Hand
Owner
Cornerstone Personal Care Home, LLC
969 Bedford Street
Claysburg, Pennsylvania 16625

RE: Cornerstone Personal Care Home
Certificate #: 333270

Dear Ms. Hand:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department) review on February 27, 2020 of the above facility, we have determined that your submitted plan of correction is accepted and fully implemented. Continued compliance must be maintained.

Sincerely,

A handwritten signature in black ink that reads "Brett Swanger". The signature is written in a cursive style.

Brett Swanger
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

Violation Report

Facility Information

Name: CORNERSTONE PERSONAL CARE HOME
Address: 969 BEDFORD STREET,, CLAYSBURG, PA 16625
County: BLAIR Region: CENTRAL

License Number: 33327

Administrator

Name: Denise Moyer-Hand Phone: ~~8143305431~~
814-327-5887 Email: denise.cornerstonehome@gmail.com

Legal Entity

Name: CORNERSTONE PERSONAL CARE HOME LLC
Address: 969 BEDFORD STREET, CLAYSBURG, PA, 16625

Certificate(s) of Occupancy

Type: C-2 LP Date: Issued By:

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 15 Waking Staff: 11

Inspection

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

Inspection Dates and Department Representative

02/27/2020 - On-Site: Cybil Bomberger, Michael Palermo

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 24 Residents Served: 14

Secured Dementia Care Unit

In Home: No Area: Capacity: Residents Served:

Hospice

Current Residents: 1

Number of Residents Who:

Receive Supplemental Security Income: 10 Are 60 Years of Age or Older: 10
Diagnosed with Mental Illness: 3 Diagnosed with Intellectual Disability: 2
Have Mobility Need: 1 Have Physical Disability: 0

42c - Treatment of Residents

Regulations

2600.
42.c. A resident shall be treated with dignity and respect.

Description of Violation

On 2/20/2020 Resident #1 was not treated with dignity and respect by Staff Person A when this staff person became engaged in an oral argument with Resident #1. During this interaction, both the resident and the staff member raised their voices and Staff Member A yelled at the resident.

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.)

REfer to Page 2A

Legal Entity Representative

Denise Moyer-Hand
Signature

Denise Moyer-Hand
Administrator/owner 3-19-20
Printed Name and Title Date

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The above plan of correction is approved as of 4/1/2020
(Date)

Plan of correction implementation status as of 4/1/2020
(Date)

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

Implemented
 Not Implemented

Plan of Correction 3-19-20

1. Corrective action to include personal counseling visits twice a month for the next 6 months then as needed for myself (Administrator):
 - a. Session 1 was held on February 29, 2020
 - b. Session 2: March 8, 2020
 - c. Session 3: March 15, 2020
 - d. Mainly tele-conferencing right now with Covid-19, but I can provide updates.

2. During monthly staff meetings, we will discuss recently observed resident behaviors and will review de-escalation techniques and positive reinforcement techniques to ensure resident rights. Additional staff "training" topics will include the following:
 - a. March 26, 2020 – I reviewed the recent inspection with the staff and we talked about the current residents and how we can better serve them. I apologized to the staff for setting a bad example and asked for their input in how I could have handled things better. Discussed current status of Covid-19 quarantine and how to help the residents better cope with the isolation.
 - b. April 30, 2020 – Training on De-escalation Techniques for Emotionally charged Situations (see attached materials)
 - c. May 28, 2020 – Caring for people with Dementia & Cognitive Impairment
 - d. June 25, 2020 – Caring for people with Mental Illness
 - e. July 23, 2020 – Abuse and Neglect Reporting Procedures (Ombudsman)
 - f. August 27, 2020 – Infection Control and Safe Management Techniques
 - g. September 24, 2020 – Resident Rights (Ombudsman) and Personal Care (services) for current residents
 - h. October 22, 2020 – Fire Safety and Emergency Preparedness
 - i. November 19, 2020 – TBA
 - j. December 17, 2020 – TBA

3. I have invited the Ombudsman to attend any or all of our Resident Council meetings (scheduled each month.) I have also asked staff at Blair Senior Services to speak (to staff) on Resident Rights and Reporting Procedures either within the staff meetings (see above) or as a separate training. Kay is a (local) volunteer Ombudsman who visits us once a month, so I would like to ask her to increase her visits with our residents to make sure they are happy and do not have any issues or problems with the staff. They all seem to like Kay and have been very open and honest with her in the past about certain issues, so I think an increase in her visits will help them. I hope to schedule her once a month after our quarantine is lifted.

Denise Moyer-Hand, Owner + Administrator
Denise Moyer-Hand 3-19-20