



pennsylvania
DEPARTMENT OF HUMAN SERVICES

**Sent via e-mail licensing@watermarkcommunities.com
Sent via e-mail acdurso@watermarkcommunities.com
August 27, 2020**

Mr. David Barnes
Authorized Agent
Watermark Operator, LLC
2020 West Rudasill Road
Tucson, Arizona 85704

RE: Blue Bell Place
777 DeKalb Pike
Blue Bell, Pennsylvania 19422
License #: 132800

Dear Mr. Barnes:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department) review on April 24, 27, 28, 29, and 30, 2020 and May 1 and 4, 2020 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,

Mia Johnson

Mia Johnson
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

Violation Report

Facility Information

Name: BLUE BELL PLACE

License Number: 13280

Address: 777 DEKALB PIKE, BLUE BELL, PA 19422

County: MONTGOMERY

Region: SOUTHEAST

Administrator

Name: Anda Durso

Phone: 6102776443

Email: acdurso@watermarkcommunities.com

Legal Entity

Name: WATERMARK OPERATOR LLC

Address: 2020 WEST RUDASILL ROAD, TUCSON, AZ, 85704

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: 0

Total Daily Staff: 87

Waking Staff: 65

Inspection

Type: Partial

BHA Docket #:

Notice: Unannounced

Reason: Incident

Inspection Dates and Department Representative

04/24/2020 - Off-Site: Tahesia Thomas

04/27/2020 - Off-Site: Tahesia Thomas

04/28/2020 - Off-Site: Tahesia Thomas

04/29/2020 - Off-Site: Tahesia Thomas

04/30/2020 - Off-Site: Tahesia Thomas

05/01/2020 - Off-Site: Tahesia Thomas

05/04/2020 - Off-Site: Tahesia Thomas

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 99

Residents Served: 56

Secured Dementia Care Unit

In Home: Yes

Area: Pathways

Capacity: 30

Residents Served: 15

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 56

Diagnosed with Mental Illness: 2

Diagnosed with Intellectual Disability: 1

Have Mobility Need: 31

Have Physical Disability: 1

42b - Abuse

Regulations

2600.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

Description of Violation

On 04/18/20, at 08:30 am, staff person A was serving resident #1 breakfast in her room, staff person B was in the hall and heard staff person A yelling at resident #1, "Shut the fuck up, you are going to eat the food I gave you." Resident #1 was not provided options to the breakfast meal that was being provided.

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.)

See attached POC.

Legal Entity Representative

Andrea C. Surso

Signature

Andrea C. Surso

Printed Name and Title

6/5/20

Date

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

The above plan of correction is approved as of 8/12/20
(Date)

Plan of correction implementation status as of 8/12/20
(Date)

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

- Implemented
- Not Implemented

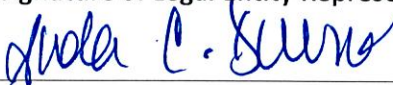
Violation Report: 13280-04/24/20-05/05/20 Taheshia Thomas

PCH Name: BLUE BELL PLACE

License Number: 13280

Address: 777 Dekalb Pike, Blue Bell, PA 19422

County: Montgomery

<p>REGULATION 55 Pa. Code §2600 42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.</p>	
<p>DESCRIPTION OF VIOLATION On 4/19/20, at 8:30 am, staff person A was serving resident #1 breakfast in her room. Staff person B was in the hall and heard staff person A yelling at resident #1 "Shut the f**k up, you are going to eat the food I gave you." Resident #1 was not provided options to the breakfast meal that was being provided.</p>	
<p>PLAN OF CORRECTION (POC)</p> <p>-What caused the violation? Staff member A had not been handling the COVID-19 virus outbreak well and was more anxious and frustrated than usual.</p> <p>-What was done right away to fix the violation? An investigation commenced as soon as the incident was reported. Staff member A was placed on administrative leave pending investigation. Statements were obtained from staff member A, witnesses, resident #1. Other residents were also interviewed regarding the conduct and delivery of care by staff member A.</p> <p>-What can be done to prevent future violations of this nature? Staff member A was terminated at the conclusion of the investigation. Retraining on the Older Adult Protective Services Act, resident rights and was conducted by Executive Director and Program Director starting 5/6/20 and is ongoing. Staff have to be trained individually as group restrictions are in place due to COVID-19 pandemic. Stress management, trauma and grief support training was set up with Kindred Hospice to be completed by June 30, 2020.</p> <p>-Who will be responsible for ensuring the POC is implemented and that future violations are prevented? The Resident Care Director (nursing director), Program Director, nurses or designees will conduct weekly interviews with residents to ensure they are treated with dignity and respect. Staff will continue to be trained on preventing and reporting abuse, neglect or exploitation as well as residents' rights. Progress will be reviewed at the monthly Quality Assurance meetings and training and education will be completed as issues are identified.</p>	
<p>Signature of Legal Entity Representative </p>	
<p>Printed Name and Title of Legal Entity Representative ANDRA DURSO, PERSONAL CARE ADMINISTRATOR</p>	<p>Date: 6/5/2020</p>