



Sent via e-mail [bmcquaide@integracare.com; lputzier@integracare.com]

MAILING DATE: July 27, 2020

Ms. Loriann Putzier
President & COO
Tithonus Bedford LP
C/O Integracare Corporation
6600 Brooktree Court, Suite 1000
Wexford, Pennsylvania 15090

RE: Colonial Courtyard at Bedford
220 Donahue Manor Road
Bedford, Pennsylvania 15522
Certificate #: 329480

Dear Ms. Putzier:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Office of Long-term Living) review on May 11, 12, 13 and 14, 2020, of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,

Gloria Emick

Gloria Emick
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

Violation Report

Facility Information

Name: COLONIAL COURTYARD AT BEDFORD
Address: 220 DONAHUE MANOR ROAD, BEDFORD, PA 15522
County: BEDFORD Region: CENTRAL

License Number: 32948

Administrator

Name: Belinda McQuaide (Acting) Phone: 8146240100 Email: LPUTZIER@INTEGRACARE.COM

Legal Entity

Name: TITHONUS BEDFORD LP
Address: 6600 BROOKTREE COURT, STE 1000, C/O INTEGRACARE CORPORATION, WEXFORD, PA, 15090

Certificate(s) of Occupancy

Type: C-2 LP Date: Issued By:

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 79 Waking Staff: 59

Inspection

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

Inspection Dates and Department Representative

05/11/2020 - Off-Site: Douglas Hoover
05/12/2020 - Off-Site: Douglas Hoover
05/13/2020 - Off-Site: Douglas Hoover
05/14/2020 - Off-Site: Douglas Hoover

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 83 Residents Served: 55

Secured Dementia Care Unit

In Home: No Area: Capacity: Residents Served:

Hospice

Current Residents: 9

Number of Residents Who:

Receive Supplemental Security Income: 3 Are 60 Years of Age or Older: 55
Diagnosed with Mental Illness: 1 Diagnosed with Intellectual Disability: 0
Have Mobility Need: 24 Have Physical Disability: 2

42c - Treatment of Residents

Regulations

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

Description of Violation

On 5/10/2020, between 7:30 pm - 9:00 pm, Direct Care Staff Member A overheard Direct Care Staff Member B yelling at Resident #1 in the resident's bathroom. Resident #1 responded by stating, "I don't know why you are being so mean to me," "Why are you being so rude" and "I didn't do anything to you." This occurred while the resident was getting ready for bed.

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

PAGES 2A & 2B OF 2

Legal Entity Representative

<i>Belinda McQuaide</i>	Belinda McQuaide, Executive Operations Officer	6/01/2020
Signature	Printed Name and Title	Date

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

The above plan of correction is approved as of	<u>7/24/20</u> (Date)	Plan of correction implementation status as of	<u>7/24/20</u> (Date)
		<input checked="" type="checkbox"/> Implemented	
		<input type="checkbox"/> Not Implemented	
The above plan of correction was approved by	<u>GE</u> (Initials)		

PLAN OF CORRECTION 2600.42(c)

Community Name: Colonial Courtyard at Bedford

License Number: 32948

Date of Visit: 5/11-5/14/2020 (off-site)

Date of Submission: June 1, 2020

Violation Review:

2600.42(c) – A resident shall be treated with dignity and respect.

Review the benefit of the Regulation, per RCG:

Ensures that residents are treated in a respectful and dignified manner.

Violation Interpretative Statement:

On 5/10/2020, between 7:30pm-9:00pm, Direct Care Staff Member A overheard Direct Care Staff Member B yelling at Resident #1 in the resident's bathroom. Resident #1 responded by stating, "I don't know why you are being so mean to me," "why are you being so rude" and "I didn't do anything to you." This occurred while the resident was getting ready for bed.

Description of the Repair of the Immediate Problem:

Once notified of the above accusation, AAA and DHS were notified and Staff Member B was immediately suspended to ensure resident safety, pending investigation.

Determine / document the Root Cause of the Violation:

It was determined by the Executive Operations Officer after investigation and interviewing with Staff Member A, Staff Member B, Resident #1 and all staff on the schedule the night of 5/10 that Staff Member B was not interacting with Resident #1 in a respectful manner. 2 statements from fellow coworkers during the night in question corroborated the initial report of 'yelling' at Resident #1. Frustration was provided as justification but there is zero tolerance for this kind of behavior amongst our staff.

Detail Action Steps / System Developed to prevent future occurrence:

Staff Member B was termed 5/20/2020 for Discourteous conduct towards a resident.

A 1-hour Residents' Rights and Abuse Educational Training was held on 5/22/2020 (see attached for sign-in sheet and detail of topics reviewed).

Authorized Signature _____

Date: _____

PLAN OF CORRECTION 2600.42(c)

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Detail Action Steps / System Developed to prevent future occurrence (con't):

Additionally, an abuse training for staff will be held annually (next scheduled training will be May 2021). The Executive Operations Officer will also proactively interview a team member from each shift monthly to ensure respectful communication is being maintained.