

Department of Human Services
Bureau of Human Service Licensing

August 26, 2020

JENNER'S POND INC
2000 GREENBRIAR DRIVE
WEST GROVE, PA, 19390

RE: RUSTON RESIDENCE
100 SYCAMORE DRIVE
WEST GROVE, PA, 19390
LICENSE/COC#: 13889

Dear Ms. Shrager,

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/16/2020, 06/18/2020, 06/22/2020, 06/23/2020, 06/24/2020, 06/25/2020, 06/26/2020, 06/29/2020, 06/30/2020, 07/01/2020 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Mia Johnson

Enclosure
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

**Department of Human Services
Bureau of Human Service Licensing
LICENSING INSPECTION SUMMARY**

Facility Information

Name: *RUSTON RESIDENCE* License #: *13889* License Expiration Date: *07/04/2020*
Address: *100 SYCAMORE DRIVE, WEST GROVE, PA 19390*
County: *CHESTER* Region: *SOUTHEAST*

Administrator

Name: *Amanda Voshelle-Armstrong* Phone: *6108696727* Email: *avoshelle@JENNERSPOND.ORG*

Legal Entity

Name: *JENNER'S POND INC*
Address: *2000 GREENBRIAR DRIVE, WEST GROVE, PA, 19390*
Phone: *267-203-1143* Email: *eshrager@lctelford.org*

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *04/06/1998* Issued By: *L & I*

Staffing Hours

Resident Support Staff: Total Daily Staff: *83* Waking Staff: *62*

Inspection

Type: *Partial* Notice: *Unannounced* BHA Docket #: *13889*
Reason: *Complaint* Exit Conference Date: *07/01/2020*

Inspection Dates and Department Representative

06/16/2020 - Off-Site: Evelyn Perez
06/18/2020 - Off-Site: Evelyn Perez
06/22/2020 - Off-Site: Evelyn Perez
06/23/2020 - Off-Site: Evelyn Perez
06/24/2020 - Off-Site: Evelyn Perez
06/25/2020 - Off-Site: Evelyn Perez
06/26/2020 - Off-Site: Evelyn Perez
06/29/2020 - Off-Site: Evelyn Perez
06/30/2020 - Off-Site: Evelyn Perez
07/01/2020 - Off-Site: Evelyn Perez

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *60* Residents Served: *54*

Special Care Unit

In Home: *Yes* Area: *Ruston* Capacity: *12* Residents Served: *11*

Resident Demographic Data as of Inspection Dates (*continued*)**Hospice**

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 54

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 29

Have Physical Disability: 0

Inspections / Reviews**06/16/2020 - Partial**Lead Inspector: *Evelyn Perez*Follow-Up Type: *POC Submission*Follow-Up Date: *07/20/2020***7/31/2020 - POC Submission**Lead Reviewer: *Mia Johnson*Follow-Up Type: *Document Submission*Follow-Up Date: *08/05/2020***8/26/2020 - Document Submission**Lead Reviewer: *Mia Johnson*Follow-Up Type: *Not Required*

223a Description of service

1. Requirements

2800.

223.a. The residence shall have a current written description of services and activities that the home provides including the following:

1. The scope and general description of the services and activities that the residence provides.
2. The criteria for admission and discharge.
3. Specific services that the residence does not provide, but will arrange or coordinate.

Description of Violation

The residence's current written description of services and activities provided by the residence does not include a written call bell policy. In the month of May 2020 the call bell log documented residents waiting for assistance for over three minutes up to 15 minutes.

Plan of Correction - 07/31/2020**Accept**

Below is how the SARA system works (call bell system)

Resident will hit their pendant or their pull cord.

Ruston Staff Pager 111 and Ruston Staff Pager 115 will go off (both of these pagers are assigned to all C.N.A.'s in Ruston and will go off on all the pagers).

If there is no response after 3 minutes, the cycle will repeat itself.

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If no response after 3 minutes, the pager will then include the Ruston Nurse Pager which is 119.

If no response after 3 minutes, the pager will then include the Ruston Nurse Pager and also send an email to the AL Administrator.

All of our employees are in-serviced on this procedure during their floor training provided by our mentor trainers in their first week of training..

The Ruston Assisted Living Administrator has updated the Resident Handbook on page 13 to include additional information regarding the call bell policy as a service that we provide to them.

The Assisted Living Administrator will continue to review Resident Employee Handbook with all new residents to the Ruston Building. All residents will be assessed upon admission regarding the use of the call bell system (SARA System). If it is deemed that they are unable to push their pendant, we will look into other options for them to be able to call for a nurse at any time.

Staff are being in-serviced on 7/15/2020 and will continue until everyone has completed the training.

Completion Date: 07/16/2020

Document Submission - 08/26/2020**Implemented**

See above. Thank you.