

Department of Human Services
Bureau of Human Service Licensing

July 30, 2020

ARDEN COURTS OF MONROEVILLE PA LLC
333 NORTH SUMMIT STREET, 16TH FL
ATTN LICENSURE SUPPORT
TOLEDO, OH, 43604

RE: ARDEN COURTS OF MONROEVILLE
120 WYNGATE DRIVE
MONROEVILLE, PA, 15146
LICENSE/COC#: 43552

Dear Ms. Bostedo,

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 07/07/2020 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Jody Garvey

Enclosure
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

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

Facility Information

Name: *ARDEN COURTS OF MONROEVILLE* License #: *43552* License Expiration Date: *05/23/2021*
 Address: *120 WYNGATE DRIVE, MONROEVILLE, PA 15146*
 County: *ALLEGHENY* Region: *WESTERN*

Administrator

Name: *Ella Bostedo* Phone: *4123801300* Email: *ella.bostedo@hcr-manorcare.com*

Legal Entity

Name: *ARDEN COURTS OF MONROEVILLE PA LLC*
 Address: *333 NORTH SUMMIT STREET, 16TH FL, ATTN LICENSURE SUPPORT, TOLEDO, OH, 43604*
 Phone: *4123801300* Email: *LICENSURE-CERTIFICATION@HCR-MANORCARE.COM*

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *09/22/1998* Issued By: *Labor and Industry*

Staffing Hours

Resident Support Staff: Total Daily Staff: *106* Waking Staff: *80*

Inspection

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

Inspection Dates and Department Representative

07/07/2020 - Off-Site: Laurie Garrigan

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *56* Residents Served: *53*

Secured Dementia Care Unit

In Home: *Yes* Area: *Entire home* Capacity: *56* Residents Served: *53*

Hospice

Current Residents: *20*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *53*
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*
 Have Mobility Need: *53* Have Physical Disability: *0*

Inspections / Reviews

07/07/2020 - Partial

Lead Inspector: *Laurie Garrigan* Follow-Up Type: *POC Submission* Follow-Up Date: *07/10/2020*

Inspections / Reviews (*continued*)

7/13/2020 - POC Submission

Lead Reviewer: *Jody Garvey*Follow-Up Type: *POC Submission*Follow-Up Date: *07/17/2020*

7/20/2020 - POC Submission

Lead Reviewer: *Jody Garvey*Follow-Up Type: *Document Submission*Follow-Up Date: *08/10/2020*

7/30/2020 - Document Submission

Lead Reviewer: *Jody Garvey*Follow-Up Type: *Not Required*

16c - Written Incident Report

1. Requirements

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

On 7/3/20 at 9:00 a.m., resident #1 fell in the living room and sustained a hip fracture and an abrasion to the left cheek. The resident was transported to the hospital via EMS. The home did not submit a written incident to the Department until 7/6/20 at 1:05 p.m.

Beginning on 7/3/20 at approximately 8:30 a.m., the home's telephone line directly connecting the fire alarm system to the local fire Department and a 24-hour monitoring service was disconnected. However, the home did not submit a written incident report to the Department until 7/6/20 at 1:05 p.m. The telephone line was repaired on 7/8/20 at approximately 3:04 p.m..

Plan of Correction - 07/20/2020

Accept

1. The incidents concerning resident #2 and telephone line disconnection were submitted at 1:05PM in writing to the regional office on July 6, 2020, 2. The coordinators and nurses (who have primary responsibility for reporting incidents) will be in-serviced on regulation 16.c. The in-service includes the 24 hour time frame reporting requirement and scanning procedures. The in-service will be conducted by the ED July 9th - 25th, 2020 completed attendance record and content will be submitted. See attached attendance record and content as of July 9, 2020. 3. Reportable Incidents will be reviewed daily by the Executive Director (ED) or Designee to assure compliance with regulation 16.c. the procedure for e mailing a reportable incident is now posted in the nursing office. See attached

Completion Date: 07/17/2020

Document Submission - 07/30/2020

Implemented

RSS inservice on how to e mail a reportable incident has been completed and document attached

130g - Smoke Detector Repair

1. Requirements

2600.

- 130.g. If a smoke detector or fire alarm becomes inoperative, repair shall be completed within 48 hours of the time the detector or alarm was found to be inoperative.

Description of Violation

The home is licensed entirely as a secured dementia care unit (SDCU). Between 7/3/20 at approximately 8:30 a.m., and 7/8/20 at approximately 3:04 p.m., the home's telephone line directly connecting the fire alarm system to the local fire department and a 24-hour monitoring service was disconnected.

130g - Smoke Detector Repair (continued)

Plan of Correction - 07/20/2020

Accept

1. Fire watch procedures were implemented immediately. Documentation has been sent.
2. The Resident Services Coordinator(RSC) notified the #1 Monroeville Fire and Monroeville police on July 3, 2020 of the incident.
3. The facility telephone line directly connecting the fire alarm system to the local fire department and a 24 hr monitoring system was disconnected due to an issue with Verizon phone systems. On July 6th, 2020 the ED spoke with Help Desk System Annalist, who explained the disconnect issue and subsequent repair. He informed the ED, the repair was scheduled to be complete July 9, 2020 between 9am - 5pm and there was nothing he was able to do to have Verizon repair it sooner. On July 8, 2020 at approximately 3pm the repair was complete.
4. On July 8, 2020 the ED spoke with the supervisor. from Verizon. He explained the issues that caused the outage, repairs and communicated (we are confident no other issues will arise). Summary of the conversation is attached.
5. On July 8, 2020 at approximately at 330pm the Monroeville Building Inspector and Deputy Fire Chief visited the facility and tested the fire alarm system to assure the the monitoring system was dispatching to the fire department. The test was positive.
6. On July 9, 2020, the ED and Coordinator were in-serviced by the Education and Development Specialist regarding regulation 130.g. In-service attendance record and content attached. 7. On July 15,2020 the ED spoke with the Verizon supervisor to emphasize regulation requires repairs to the system must be done within 48 hours

Completion Date: 07/17/2020

Document Submission - 07/30/2020

Implemented

completed

233e - Fire Alarm System

1. Requirements

2600.

233.e. Fire alarm systems shall be interconnected to the local fire department, when available, or a 24-hour monitoring service approved by the local fire department.

Description of Violation

The home is licensed entirely as a secured dementia care unit (SDCU). Between 7/3/20 at approximately 8:30 a.m., and 7/8/20 at approximately 3:04 p.m., the home's telephone line directly connecting the fire alarm system to the local fire department and a 24-hour monitoring service was disconnected.

233e - Fire Alarm System (continued)**Plan of Correction - 07/20/2020****Accept**

1. *The fire watch procedures were implemented immediately.*
2. *The facility's telephone line directly connecting the fire alarm system to the local fire dept and a 24 hour monitoring system was disconnected due to an issue with Verizon phone system. On July 6, 2020. the ED spoke with the Help Desk System analyst, who explained the disconnect issue and subsequent repair. He informed the ED the repair was scheduled to be complete July 9, 2020 between 9am-5pm. And there was nothing he was able to do to have Verizon repair it sooner. On July 8, 2020 at approximately 3pm the repair was complete.*
3. *On July 8, 2020, the ED spoke with the supervisor, from Verizon, He explained the issued that caused the service outage, repairs and communicated. We are confident that no other issues will arise.*
4. *On July, 8, 2020 at approximately 3:30pm , the, Monroeville Building Inspector & Deputy Fire Chief visited the facility and tested the fire alarm system to assure the monitoring system was dispatching to the fire department. The test was positive.*
5. *On July 9. 2020 the ED and Coordinators, were in serviced by the Educator & Development Specialist regarding regulation 233.e. Please attached in-service attendance and content*
6. *On July 15,2020 the ED spoke with the Verizon supervisor to inform him and emphasize that repairs must be completed within 48 hours per our state regulations*

Completion Date: 07/17/2020

Document Submission - 07/30/2020**Implemented**

completed