



SENT VIA EMAIL: pcadmin@williampenncc.com

MAILING DATE: November 5, 2020

Ms. Melissa D'Avico
Administrator
William Penn Health Care Associates, LP
2030 Ader Road
Jeannette, Pennsylvania 15644

RE: William Penn Care Center
1021 Walton Road
Jeannette, Pennsylvania 15644
License #: 444250

Dear Ms. D'Avico:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department) review on September 3, 2020, of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,

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

Jody Garvey
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

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

Facility Information

Name: WILLIAM PENN CARE CENTER License #: 44425 License Expiration Date: 12/03/2020
Address: 1021 WALTON ROAD, JEANNETTE, PA 15644
County: WESTMORELAND Region: WESTERN

Administrator

Name: Melissa D'Avico Phone: 7245193700 Email: pccadmin@williampenncc.com

Legal Entity

Name: WILLIAM PENN HEALTH CARE ASSOCIATES LP
Address: 2030 ADER ROAD, JEANNETTE, PA, 15644
Phone: 7245193700 Email: PCADMIN@QUESTHCD.COM

Certificate(s) of Occupancy

Type: 1-2 Date: 02/20/2012 Issued By: Township of Penn

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 82 Waking Staff: 62

Inspection

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Incident Exit Conference Date: 09/03/2020

Inspection Dates and Department Representative

09/03/2020 - On-Site: Thomas Smith

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 108 Residents Served: 62

Secured Dementia Care Unit

In Home: No Area: Capacity: Residents Served:

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 62
Diagnosed with Mental Illness: 4 Diagnosed with Intellectual Disability: 0
Have Mobility Need: 20 Have Physical Disability: 1

Inspections / Reviews

09/03/2020 - Partial

Lead Inspector: Thomas Smith Follow-Up Type: POC Submission Follow-Up Date: 09/21/2020

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 8/28/20 at 3:00 p.m., staff person A was witnessed by staff person B and staff person C screaming back and forth with resident #1 during a resident council meeting. Staff person A was yelling and moving closer to resident #1. The staff person also said don't tell me to shut up, you shut up to the resident in response to the resident telling her to shut up. However, the event was not reported to the Department until 8/31/20 at 8:30 a.m.

Plan of Correction

Accept

All personal care staff to receive education on reportable incidents to include abuse and how/when to report to the department. Director of Resident and Staff Development will assure training is completed by: 9/28/2020. Administrator oversight to follow to review all reportable incidents and provide ongoing education if and when needed.

Completion Date: 09/28/2020

MD
9/25/2020

Document Submission

Implemented

42c - Treatment of Residents

1. Requirements

2600.

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

Description of Violation

On 8/28/20 at 3:00 p.m., staff person A was witnessed by staff person B, staff person C, and multiple other residents screaming back and forth with resident #1 during a resident council meeting. Staff person A was yelling loudly and aggressively moving closer to resident #1. During the confrontation, the staff person said don't tell me to shut up, you shut up to resident #1 in response to the resident telling her to shut up.

Plan of Correction

Accept

All personal care staff to receive education on resident rights to include "being treated with dignity and respect". Director of Resident and Staff Development will assure training is completed by: 9/28/2020. On 9/25/2020 Administrator will attend Resident Council and will personally review the resident rights and how the home assures compliance to the homes residents.

Completion Date: 09/28/2020

*See attatche Revised
POC 9/25/2020*

MD

See page 2a of 2 *[Signature]* 9/28/20

Regulation 2600.42.c

A resident shall be treated with dignity and respect

Violation:

Accept

On 8/28/2020 at 3pm; staff person A was witnessed by staff persona B, staff person C, and multiple residents screaming back and forth with resident #1 during a resident council meeting. Staff personal A was yelling loudly and aggressively moving closer to resident #1. During the confrontation, the staff personal said "don't tell me to shut up, you shut up" to resident #1 in response to the resident telling her to shut up.

Immediate Action:

- Staff member A was escorted out of the meeting by staff member B. Staff member was suspended immediately for further investigation. Followed by termination on 8/2/2020.
- Staff comforted resident #1 and checked in with all residents in attendance. Staff member C fully listened to resident #1 concerns regarding the incident. Resident is of sound mind and communicated he was stable and calm.

Education:

- All personal care staff will receive education on resident rights to include "being treated with dignity and respect".
- Director of Resident and Staff Development will assure training is completed by: 9/28/2020.
- On 9/25/2020 Administrator will attend Resident Council and will personally review the resident rights and how the home assures compliance to the homes resident residents.

Monitoring Compliance:

- Administrator or designee will attend all resident council meetings to monitor and assist with resident to staff member communication.
- Community will initiate a voluntary "Resident Satisfaction Survey" to offer another avenue to discuss any community concerns.
- Administrator or designee will observe staff randomly weekly for 3 months; to observe staff to resident interaction and provide education as needed. This will be documented in the community audit binder.
starting 9/28/2020 - 12/28/2020
MJD.

Document Submission

Implemented

Melissa D'Avico, Administrator
9/25/2020

