

Department of Human Services
Bureau of Human Service Licensing

December 15, 2020

JOAN MATURA, ADMINISTRATOR
SOUTH MOUNTAIN MEMORY CARE LLC
201 SOUTH SEVENTH STREET
EMMAUS, PA 18049

RE: SOUTH MOUNTAIN MEMORY CARE
201 SOUTH SEVENTH STREET
EMMAUS, PA, 18049
LICENSE/COC#: 22721

Dear Ms. Matura,

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 10/28/2020 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Michele Moskalczyk
Human Services Licensing Supervisor

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: *SOUTH MOUNTAIN MEMORY CARE* License #: *22721* License Expiration Date: *09/17/2021*
 Address: *201 SOUTH SEVENTH STREET, EMMAUS, PA 18049*
 County: *LEHIGH* Region: *NORTHEAST*

Administrator

Name: *Joan Matura* Phone: *6109657662* Email: *MDEPALMA@SOUTHMOUNTAINMEMORYCARE.COM*

Legal Entity

Name: *SOUTH MOUNTAIN MEMORY CARE LLC*
 Address: *201 SOUTH SEVENTH STREET, EMMAUS, PA, 18049*
 Phone: *6109657662* Email: *MDEPALMA@SOUTHMOUNTAINMEMORYCARE.COM*

Certificate(s) of Occupancy

Type: *I-1* Date: *02/14/2018* Issued By: *Emmaus Borough*

Staffing Hours

Resident Support Staff: *5* Total Daily Staff: *43* Waking Staff: *32*

Inspection

Type: *Partial* Notice: *Unannounced* BHA Docket #:
 Reason: *Complaint* Exit Conference Date: *10/28/2020*

Inspection Dates and Department Representative

10/28/2020 - On-Site: Corey Pica

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *28* Residents Served: *19*

Secured Dementia Care Unit

In Home: *Yes* Area: *Entire home* Capacity: *28* Residents Served: *19*

Hospice

Current Residents: *3*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *19*
 Diagnosed with Mental Illness: *19* Diagnosed with Intellectual Disability: *0*
 Have Mobility Need: *19* Have Physical Disability: *0*

Inspections / Reviews

10/28/2020 - Partial

Lead Inspector: *Corey Pica*Follow-Up Type: *POC Submission*Follow-Up Date: *12/03/2020*

12/4/2020 - POC Submission

Lead Reviewer: *Michele Moskalczyk*Follow-Up Type: *Document Submission*Follow-Up Date: *12/11/2020*

12/15/2020 - Document Submission

Lead Reviewer: *Michele Moskalczyk*Follow-Up Type: *Not Required*

60a - Staff/Support Plan

1. Requirements

2600.

60.a. Staffing shall be provided to meet the needs of the residents as specified in the resident's assessment and support plan.

Description of Violation

The home needs to provide staffing to meet the current needs of the residents. There are currently 19 residents in the Secured Dementia Unit and 5 of these residents require a 2-person assist. The home only had 2 Personal Care Aides from 11pm to 7am on 10/17/2020 and 10/18/2020.

Plan of Correction**Accept**

-Resident 1 is a 1 person assist. Resident is immobile to walk and unable to initiate movement on her own from the waist down, but with the assistance of 1 staff member, resident is able to safely bare weight and pivot to wheelchair. Once in wheel chair, resident is not able to self propel or move wheelchair. Resident requires staff to push wheelchair to all destinations.

-2 additional residents are immobile and on hospice services, one of whom is actively dying.

-2 additional residents have been discharged to skilled nursing. At the time of inspector's visit, the home was actively working on transfers/discharges to skilled facilities. Due to Covid restrictions and limitations, this took longer than usual to facilitate the discharges. Identified communities determined they would not take admits due to positive cases being identified in their communities thus delaying the discharges.

Residents were discharged on 11/6/2020 and 11/21/2020.

The home also hired 11-7 staff members on 10/27/2020 (orientation took place beginning 11/11/2020) and 11/23/2020 (orientation took place beginning 12/3/2020).

SMMC is actively seeking to hire additional 11-7 staff members to generate a pool of candidates for call offs and potential staffing shortages due to Covid-19. Hiring for staff has been exceptionally difficult during this unprecedented time.

Staffing agencies have not been a safe or reliable source of coverage as they cannot guarantee their employees have not visited Covid positive communities. SMMC managers including ED, Business Director and Director of Wellness will cover shifts in order to ensure staffing is appropriate to meet the needs of the SMMC residents.

Completion Date: 12/03/2020

Update - 12/04/2020

Please send/attach staff scheduled for current-back 2 weeks. Also include the number of immobile residents.

60a - Staff/Support Plan *(continued)***Document Submission****Implemented**

SMMC hired 2 staff members since inspector was at community on 10/28 in an effort to have abundant coverage for the needs of residents. A staff member unexpectedly did not show up on 11/24 and later resigned effective immediately. of the 2 staff hired, one was now needed to fill the spot left open by the resignation.

As you know, staffing and recruiting during this time has been nearly impossible. We are actively recruiting and having staff cover shifts but are not able to always have 3 people on 11-7 as indicated by the 11.22-12.5 schedule due to having staff quarantine as a result of covid-19 exposures and/or being symptomatic. As you can see by schedule 12.6-12.19, the home is making progress with staffing hours on 11-7 shift. By state ratios, smmc is more than adequately staffed for the number of residents in the community.

All residents in secure dementia are considered immobile, requiring 2 hours of personal care services per day. Current census is at 20. 2 residents are immobile for evacuation. A 3rd resident is immobile for evacuations, but is actively dying on hospice and cannot be discharged at this time. Upon passing of that resident SMMC will have 2 immobile residents for evacuation. See attached schedules.

227c - Support Plan Revision

1. Requirements

2600.

227.c. The support plan shall be revised within 30 days upon completion of the annual assessment or upon changes in the resident's needs as indicated on the current assessment.

Description of Violation

The current RASP of [Resident 1], dated 2/15/2020, indicates under the mobility assessment that she is total immobile and requires staff to take her to fire safe area in an emergency. [Staff members A, B, C, & D] indicated that she is not immobile and only requires minimal assistance transferring into her wheelchair.

Plan of Correction**Accept**

The information included in the RASP is accurate. Resident 1 is immobile and cannot initiate any movement or transfer on her own. However, when assisted to a seated position by the assistance of 1 staff member, resident is able to safely bare some weight and pivot with the assistance of 1 staff member. Resident has limited range of motion in upper extremities, consistent with someone of her age, but is able to hold on to support bars in bathroom for toileting, bathing and personal care services for short periods of time that require standing. Resident is able to complete teeth brushing and feeding on her own, but requires staff assistance for toileting and bathing. Fox Rehab/Therapy services provided SMMC staff with training of proper techniques for transfers with the assistance of 1 staff member and have determined 1 staff member is sufficient and safe for transfers and personal care services for Resident 1. Resident 1 is agreeable, cooperative and never combative, making transfers and personal care services safe and easy for 1 staff member to complete as indicated by staff members A, B, C and D. Resident 1 requires minimal effort transferring to her wheelchair by staff because she has such a petite frame and staff/resident are both comfortable performing this task together. Once in wheelchair, Resident 1 requires the assistance of a staff member to take her to all destinations as she cannot propel herself in any way. Resident 1's Resident Assessment and Support Plan will be updated with the above information to provide more detail as to the needs of the resident who is immobile, but only requires the assistance of 1 staff persons.

Completion Date: 12/03/2020

227c - Support Plan Revision (continued)**Update - 12/04/2020**

Please send/attach Resident #1's current RASP.

Document Submission**Implemented**

Resident 1's current rasp attached indicating immobility for evacuation and fire safety and assist x1 for transfers, personal care, toileting, etc. All staff members A, B, C and D maintain that Resident 1 is immobile for evac and fire safety and 1x assist for transfers to wheelchair.