

Department of Human Services
Bureau of Human Service Licensing

February 24, 2021

[REDACTED], PERSONAL CARE ADMINISTRATOR
HATFIELD MENNONITE HOMES INC
275 DOCK DRIVE
LANSDALE, PA 19446

RE: OAKWOOD COURT
275 DOCK DRIVE
LANSDALE, PA, 19446
LICENSE/COC#: 12796

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 11/23/2020, 11/25/2020, 11/30/2020, 12/04/2020, 12/09/2020, 12/18/2020, 12/21/2020 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Claire Mendez

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: OAKWOOD COURT **License #:** 12796 **License Expiration Date:** 10/05/2021
Address: 275 DOCK DRIVE, LANSDALE, PA 19446
County: MONTGOMERY **Region:** SOUTHEAST

Administrator

Name: [REDACTED] **Phone:** 2153684438 **Email:** [REDACTED]

Legal Entity

Name: HATFIELD MENNONITE HOMES INC
Address: 275 DOCK DRIVE, LANSDALE, PA, 19446
Phone: 2153684438 **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: C-2 LP **Date:** 10/22/1999 **Issued By:** Dept of Labor L&I

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 96 **Working Staff:** 72

Inspection

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Incident **Exit Conference Date:** 12/21/2020

Inspection Dates and Department Representative

11/23/2020 - Off-Site: [REDACTED]
11/25/2020 - Off-Site: [REDACTED]
11/30/2020 Off Site [REDACTED]
12/04/2020 - Off-Site: [REDACTED]
12/09/2020 - Off-Site: [REDACTED]
12/18/2020 - Off-Site: [REDACTED]
12/21/2020 Off Site [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 80 **Residents Served:** 67

Secured Dementia Care Unit

In Home: Yes **Area:** Harmony **Capacity:** 26 **Resident Served:** 25

Hospice

Current Residents: 2

Resident Demographic Data as of Inspection Dates (continued)

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 67

Diagnosed with Mental Illness: 5

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 29

Have Physical Disability: 0

Inspections / Reviews

11/23/2020 Partial

Lead Inspector: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 01/21/2021

1/27/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: Document Submission

Follow-Up Date: 02/08/2021

2/24/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: Not Required

42b - Abuse

1. Requirements

2600.

- 42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

Description of Violation

The home had several thefts that occurred in a period of 4 months. The home submitted an incident report and Act 13 to the agency. Robberies have affected the facility and has caused the residents mental anguish.

On Friday, August 28, 2020, resident #1 reported missing jewelry to Staff Member A consisting of a gold bracelet, a necklace with a heart shaped diamond-encrusted pendant, and three rings (two rings with diamonds and one ring with pearls and diamonds) that were kept in a velvet jewelry bag with a drawstring in the resident's top bureau drawer. Staff member A was not successful in attempting to locate the missing jewelry. Resident #1 reported that staff sometimes come into ■■■ apartment when ■■■ was not present, and questioned why someone would have a key to the apartment. Staff member B explained that keys to resident rooms are kept in the nurse's station and only to be used when residents does not feel well, and staff must check on them. Per the home's policy, no one is permitted in resident's apartment without residents being present.

On Friday, August 18, 2000, resident # 2 reported missing a pink gold ring to Staff Member B. The pink gold ring was both valuable and sentimental as it was a spouse's wedding band given by the resident's mother in the 1920's. The resident kept the ring inside of a box without a lid, which also contained costume jewelry, inside of a drawer in the resident's walk-in closet.

On Friday, October 9, 2020, resident #3 reported to staff member B that \$180 dollars was missing from a hidden place inside ■■■ bedroom. Resident #3 stated ■■■ hides ■■■ money that ■■■ daughter gives ■■■ to purchase items at the "The Acorn Shop", a gift shop located inside the facility. A family member reported that Resident #3 was also in possession of two pocket watches and a gold ring with a cameo design, which previously belonged to the resident's father and had intrinsic and sentimental value, and asked Staff Member B to secure these items. The Staff Member was able to locate the two pocket watches but could not locate the gold ring.

On Wednesday, November 18, 2020, resident #4 reported to Staff member C that money was missing from a bank envelope that was hidden inside of a dresser drawer under scarfs. The envelope originally contained \$100 in cash in a bank envelope and was labeled as such in ink. The resident also had another envelope with smaller bills. Resident #4 was prompted to look for the envelopes because a notice, sent by the home on November 17, 2020, informed of instances of theft. The resident was able to locate this bank envelope, but it contained only \$35 in cash. The resident was unsure of when she last saw the envelope prior to this date.

42b - Abuse (continued)

Plan of Correction**Accept**

1. Team members in Oakwood Court and Harmony House (secure memory care) will take part in a mandatory training on Resident Rights, Abuse (The Older Adult Protective Services Act) and Mandatory Reporting that addresses resident rights and all types of abuse (and does focus on financial exploitation/mistreatment and the emotional impact that theft of a resident's personal items has). Team members will sign-off on this training. This Mandatory Training is being offered on Tues., 2/2/21, at 7am; Wednesday, 2/3/21, at 3pm; Friday, 2/5/21, at 7am; and Friday, 2/5/21, at 2pm.

2. For Oakwood Court: team members will sign-off on a directive that no team member is to be in a resident apartment when the resident is not present (except for a housekeeper, as some residents in Oakwood Court want to be out of their apartment when they receive their weekly cleaning). Team members are asked to report to the Director or Care Coordinator if they see a fellow team member in or exiting from an apartment when a resident is not in the apartment.

3. For Harmony House (secure memory care): team members will sign-off on a directive that no team member is to be in a resident apartment when the resident is not present (except for a housekeeper or a team member doing spot clean-up or addressing laundry). When a housekeeper is cleaning the apartment or a team member is doing spot clean-up or collecting or returning laundry, the door to the apartment will be fully opened or the top half of the dutch door will be open. Team members are asked to report to the Director or Care Coordinator if they see a fellow team member in or exiting from an apartment where the reason for being there is not clear.

Completion Date: 02/12/2021

Document Submission**Implemented**

Documents are attached to verify that I followed through on my Plan of Correction.

42x - Safeguard

1. Requirements

2600.

42.x. A resident has the right to a system to safeguard a resident's money and property.

Description of Violation

On 10/16/2020, during a resident council meeting, staff member B reviewed the home's assistance in safeguarding money and belongings with residents. The home's safeguarding procedures indicate that if a resident wanted to withdraw funds, a Petty Cash Receipt form must be filled out, and that the resident would have to sign a cash disbursement record, located at the main reception desk.

The home's procedure for safeguarding valuables indicates that safe deposit boxes are available to residents to store valuables. The resident or responsible person would have to reserve a box and receive a key from the front office staff. The boxes can be accessed during normal business hours.

Residents report they have not been permitted to visit the front desk during the restrictions through the COVID-19 pandemic, a period exceeding several months. The home failed to provide a system for safeguarding the resident's money and belongings in a manner accessible to the resident during this timeframe.

42x - Safeguard (continued)

Plan of Correction**Accept**

1. Encourage residents to secure their valuables in their apartments or via the community safe and banking system; this is communicated monthly in the Resident Council Meeting (voluntary attendance) and through Resident Council minutes (provided to all residents in traditional Personal Care). The resident handbook also references the community safe and banking system.
2. A memo is being drafted and will be distributed to all current personal care residents to explain how to secure cash or valuables in extenuating circumstances, such as a pandemic or flu outbreak, where the resident/responsible party is unable to access the front desk due to infection control restrictions.
3. The resident handbook is updated for future residents to include how residents are able to secure cash or valuables in extenuating circumstances, such as a pandemic or flu outbreak, where the resident/responsible party is unable to access the front desk due to infection control restrictions.
4. Residents are encouraged to report missing items as soon as an item or items are unable to be located so assistance can be offered to locate the missing item(s) and an investigation can be initiated, if necessary (if the item or items cannot in fact be located). This is addressed in Resident Council Meetings and Minutes to the meetings.
5. The Policy and Procedures for the Resident Fund Account and Resident Safe for Valuables have been updated to address extenuating circumstances, such as a pandemic or flu outbreak, where the resident/responsible party is unable to access the front desk due to infection control restrictions.

Completion Date 02/05/2021

Document Submission**Implemented**

Documents are attached to verify that I followed through on my Plan of Correction.