

Department of Human Services
Bureau of Human Service Licensing

February 5, 2021

██████████, ADMINISTRATOR
THE HICKMAN FRIENDS SENIOR COMMUNITY OF WEST CHESTER
400 NORTH WALNUT STREET
WEST CHESTER, PA 19380

RE: THE HICKMAN
400 N. WALNUT STREET
WEST CHESTER, PA, 19380
LICENSE/COC#: 14093

Dear ██████████,

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 12/03/2020 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Shawn Parker

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: THE HICKMAN **Licen e #:** 14093 **Licen e Expiration Date:** 03/13/2021
Addr e : 400 N WALNUT STREET, WEST CHESTER, PA 19380
County: CHESTER **Region:** SOUTHEAST

Administrator

Name: [REDACTED] **Phone:** 484-760-6413 **Email:** [REDACTED]

Legal Entity

Name: THE HICKMAN FRIENDS SENIOR COMMUNITY OF WEST CHESTER
Address: 400 NORTH WALNUT STREET, WEST CHESTER, PA, 19380
Phone: 4847606300 **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: C-2 LP **Date:** 05/14/1993 **Issued By:** Dept of L & I

Staffing Hours

Re ident Support Staff: 0 **Total Daily Staff:** 112 **Waking Staff:** 84

Inspection

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Complaint,Incident **Exit Conference Date:** 12/03/2020

Inspection Dates and Department Representative

12/03/2020 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 125 **Residents Served:** 73

Secured Dementia Care Unit

In Home: Yes **Area:** Darlington **Capacity:** 22 **Residents Served:** 21

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 0 **Are 60 Years of Age or Older:** 73
Diagnosed with Mental Illness: 0 **Diagnosed with Intellectual Disability:** 0
Have Mobility Need: 39 **Have Physical Disability:** 0

Inspections / Reviews

12/03/2020 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 01/25/2021

Inspections / Reviews *(continued)*

1/28/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow Up Type: *Document Submission*

Follow-Up Date: *02/04/2021*

2/5/2021 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

On 11/29/20 at approximately 12:05pm, staff person A, forced resident #1 to move from the dining area into the hallway and then into the living room. Staff person A roughly pulled the resident up from a chair by grabbing under residents upper right arm and pushing resident into the hallway, preventing the resident from returning to the dining area. The resident then grabbed the railing in the hallway, staff person A grabbed the resident's right forearm and forcefully pulled on the residents hand to get them to let go of the railing. Staff person A then used one had to force the resident to hold on to the resident's walker, grabbed the resident under their upper arm and then pulled resident down the hallway, making resident sit in a chair in the living room. During this encounter resident was overheard by staff person B saying "Stop! You are hurting me". While resident was being pulled into the living room, the resident sustained a skin tear to their right forearm.

Plan of Correction

Accept

Staff person "A" was NOT a Hickman employee, rather a contracted one from an agency in the building to provide 1:1 care to another resident. We do understand the term "employee" is being used loosely to identify the person however would like it noted. Person "A" was immediately identified by staff and the nursing supervisor was called to assess the situation. Within 1 hour of the instance, person "A" was sent home, an ACT 13 report was filed and DHS was notified. Additionally, Visiting Angels was notified about their employee and all further on site care was terminated with the company The Hickman is a non profit Quaker based organization that takes great pride in our reputation and provision of quality care to our beloved residents. The Hickman provides initial and annual training to all employees on Resident Rights, OAPSA, Reportable Incidents and Safe Management Techniques. Moving forward The Hickman will only allow contracted workers into the building after review of the aforementioned topics on day 1. An amendment has been made to policy 2600.15 (attached).

SP 01-28-2021 - Substitute employees, volunteers, and contracted workers are still required to be trained on resident rights under regulation 2600.65b and may not commit resident rights violations. Angel Companion staff will be trained on residents rights by 02-04-2021.

Completion Date: 01/25/2021

Document Submission

Implemented

The Hickman ceased using Angel Companions staff on 11/29/2020 immediately following the incident therefore those identified did not receive any additional training. Please find an amended policy 2600.15 detailing how any future temporary staff or volunteer person will be trained prior to any resident contact.

51 - Criminal Background Check

1. Requirements

2600.

51. Criminal History Checks - Criminal history checks and hiring policies shall be in accordance with the Older Adult Protective Services Act (35 P. S. § § 10225.101—10225.5102) and 6 Pa. Code Chapter 15 (relating to protective services for older adults).

Description of Violation

Staff person B began employment on [REDACTED]. The criminal history background check for staff person B was not requested until 7/28/20.

51 - Criminal Background Check (continued)

Plan of Correction**Accept**

Staff Person "B" was brought in for Day 1 of paperwork completion and training on 7/25/2020. Due to COVID all necessary paperwork and training were completed same day to reduce exposure to facility. Employee was not out of the conference room and had no contact with residents. It is customary for new employees to be paid for orientation, Per regulation 2600.51 it is our policy to acquire criminal history background checks for all employees prior to any employee working on the floors with residents. This employee was not scheduled on the floor or working with residents until after 7/28/2020. The attachment of [REDACTED] time sheets are provided and we would like to request relief from this citation.

SP 01-28-2021 - In accordance with the Older Adult Protective Services Act, employees are required to have a criminal background check prior to their first day of employment. Home will adhere to OAPSA policy.

Completion Date: 01/25/2021

Document Submission**Implemented**

Amended Policy 2600.51 & 52 describes that HR will ensure that Background checks are applied for prior to first day of hire for all potential employees. (Attached)
Additionally a Checklist (Attached) will be utilized as a double checking mechanism to ensure all necessary documentation and training is completed.

54a - Direct Care Staff

1. Requirements

2600.

54.a. Direct care staff persons shall have the following qualifications:

1. Be 18 years of age or older, except as permitted in subsection (b).
2. Have a high school diploma, GED or active registry status on the Pennsylvania nurse aide registry.
3. Be free from a medical condition, including drug or alcohol addiction, that would limit direct care staff persons from providing necessary personal care services with reasonable skill and safety.

Description of Violation

Direct care staff persons A, C, D, E, F do not have a high school diploma, GED, or active registry status on the Pennsylvania nurse aide registry.

Plan of Correction**Accept**

Persons "A", "C", "D", "E" and "F" were not Hickman employees, rather directly employed by Angel Companions to provide 1:1 services to a resident in quarantine. I understand that the term "employee" is used to describe these workers in the regulatory chapter. Moving forward, all employees will continue to be screened for these qualifications. Additionally, any contracted company will be fully vetted to ensure that they comply with the regulations and will not be utilized if non-compliant. The HR manager will ensure compliance for all Hickman employees and the Director of Resident Services/PCHA will ensure qualifications for any contracted caregivers or students providing internship.

Completion Date: 12/01/2020

Document Submission**Implemented**

Please find attached HR check list ensuring that credentials are received for all new hires prior to orientation day. Additionally those without necessary documentation will not be "started" until necessary documentation is acquired by HR Department.

65a - FS Orientation 1st Day

1. Requirements

2600.

- 65.a. Prior to or during the first work day, all direct care staff persons including ancillary staff persons, substitute personnel and volunteers shall have an orientation in general fire safety and emergency preparedness that includes the following:
 1. Evacuation procedures.
 2. Staff duties and responsibilities during fire drills, as well as during emergency evacuation, transportation and at an emergency location if applicable.
 3. The designated meeting place outside the building or within the fire-safe area in the event of an actual fire.
 4. Smoking safety procedures, the home's smoking policy and location of smoking areas, if applicable.
 5. The location and use of fire extinguishers.
 6. Smoke detectors and fire alarms.
 7. Telephone use and notification of emergency services.

Description of Violation

The following staff persons did not receive orientation training on the following topics: evacuation procedures, staff duties and responsibilities during fire drills, as well as during emergency evacuation, transportation and at an emergency location if applicable, the designated meeting place outside the building or within the fire-safe area in the event of an actual fire, smoking safety procedures, the home's smoking policy and location of smoking areas, if applicable, the location and use of fire extinguishers, smoke detectors and fire alarms, telephone use and notification of emergency services.

Staff person A, whose first day of work was [REDACTED]
 Staff person C, whose first day of work was [REDACTED]
 Staff person D, whose first day of work was [REDACTED]
 Staff person E, whose first day of work was [REDACTED]
 Staff person F, whose first day of work was [REDACTED]

Plan of Correction

Accept

Persons "A", "C", "D", "E" and "F" were not Hickman employees, rather directly employed by Angel Companions to provide 1:1 services to a resident in quarantine. I understand that the term "employee" is used to describe these workers in the regulatory chapter. This is standard practice for all Hickman employees and is monitored by the HR Manager. Moving forward The Hickman prefers not to utilize contracted caregivers but in the event that they are used, the Director of Resident Services/PCHA will ensure all necessary documentation is acquired and completed on day one and prior to any contact with residents.

Completion Date: 01/25/2021

Document Submission

Implemented

Angel Companions staff were immediately removed and discontinued effective 11/29/2020. Moving forward, all temporary staff and volunteers will be oriented to all of the regulations in 2600 65 (a) as evidence by a date and signature. HR manager will assure completion. (Attachment labeled New Hire Checklist))

65b - Rights/Abuse 40 Hours

1. Requirements

2600.

- 65.b. Within 40 scheduled working hours, direct care staff persons, ancillary staff persons, substitute personnel and volunteers shall have an orientation that includes the following:
 1. Resident rights.

65b - Rights/Abuse 40 Hours (continued)

- 2. Emergency medical plan.
- 3. Mandatory reporting of abuse and neglect under the Older Adult Protective Services Act (35 P.S. § § 10225.101—10225.5102).
- 4. Reporting of reportable incidents and conditions.

Description of Violation

Staff person C completed his/her 40th scheduled work hour on or about 11/30/20. However, this staff person did not complete training in the following topics: resident rights, emergency medical plan, mandatory reporting of abuse and neglect under the Older Adult Protective Services Act (35 P.S. § § 10225.101—10225.5102), reporting of reportable incidents and conditions.

Staff person D completed his/her 40th scheduled work hour on or about 11/29/20. However, this staff person did not complete training in the following topics: resident rights, emergency medical plan, mandatory reporting of abuse and neglect under the Older Adult Protective Services Act (35 P.S. § § 10225.101—10225.5102), reporting of reportable incidents and conditions.

Plan of Correction

Accept

The above is incorrect. These persons were not Hickman employees as previously stated however we understand that the term is used "loosely" for this purpose. Neither person "C" or person "D" were present for a total of 40 hours as reflected in the schedule attachment therefore we would ask this citation be removed.

Completion Date: 11/29/2020

Document Submission

Implemented

Persons "C" and "D" did not return on site to prior to 40 working hours as evidence by the attached schedule. Additionally a new hire checklist (attached) will ensure completion by HR moving forward. I again ask that this citation be removed since neither person completed 40 hours.

65d - Initial Direct Care Training

1. Requirements

2600.

- 65.d. Direct care staff persons hired after April 24, 2006, may not provide unsupervised ADL services until completion of the following:
 - 1. Training that includes a demonstration of job duties, followed by supervised practice.
 - 2. Successful completion and passing the Department-approved direct care training course and passing of the competency test.

Description of Violation

The follow staff persons did not complete the Department-approved direct care training course and pass the pass the competency test prior to providing unsupervised ADL services.

Staff person A, whose first day of work and unsupervised ADL services was [REDACTED]

Staff person C, whose first day of work and unsupervised ADL services was [REDACTED]

Staff person D, whose first day of work and unsupervised ADL services was [REDACTED]

Staff person E, whose first day of work and unsupervised ADL services was [REDACTED]

Staff person F, whose first day of work and unsupervised ADL services was [REDACTED]

65d - Initial Direct Care Training (*continued*)**Plan of Correction****Accept**

Persons "A", "C", "D", "E" and "F" were not Hickman employees, rather directly employed by Angel Companions to provide 1:1 services to a resident in quarantine. I understand that the term "employee" is used to describe these workers in the regulatory chapter. It was not understood that Angel Companions caregivers were not compliant and considered to be "employees". The services with this agency were immediately terminated after the incident and in the future The Hickman would prefer to utilize only Hickman employees for any direct care. It is a standard practice that all Caregivers hired at The Hickman complete the Departments competency course and a return demonstration of job duties. Moving forward The HR Manager oversees completion for all Hickman personnel. The attachment is included for review.

Completion Date: 01/25/2021

Document Submission**Implemented**

Attachments labeled "New hire checklist" ensure completion of the requirements set forth in 2600.65(d) and will be monitored by the HR Manager. No employee or temporary staff will provide services until completed. Additionally the attachment Labeled "Department Specific Training" ensures return demonstration on the floor by Supervisor during the orientation period. These documents will be audited by the HR Manager.