

Department of Human Services
Bureau of Human Service Licensing

February 22, 2021

[REDACTED], CORPORATE DIRECTOR OF OPERATIONS
REDSTONE PRESBYTERIAN SENIORCARE
6 GARDEN CENTER DRIVE
GREENSBURG, PA 15601

RE: REDSTONE HIGHLANDS
4 GARDEN CENTER DRIVE
GREENSBURG, PA, 15601
LICENSE/COC#: 44336

Dear [REDACTED]

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

Sincerely,
Suzy Quinn

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: REDSTONE HIGHLANDS **Licen e #:** 44336 **Licen e Expiration Date:** 01/17/2021
Addr e : 4 GARDEN CENTER DRIVE, GREENSBURG, PA 15601
County: WESTMORELAND **Region:** WESTERN

Administrator

Name: [REDACTED] **Phone:** 7248328400 **Email:** [REDACTED]

Legal Entity

Name: REDSTONE PRESBYTERIAN SENIORCARE
Address: 6 GARDEN CENTER DRIVE, GREENSBURG, PA, 15601
Phone: 7248328400 **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: C-2 LP **Date:** 12/05/1995 **Issued By:** L&I

Staffing Hours

Re ident Support Staff: 0 **Total Daily Staff:** 80 **Waking Staff:** 60

Inspection

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Complaint **Exit Conference Date:** 12/04/2020

Inspection Dates and Department Representative

12/04/2020 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 61 **Residents Served:** 47

Secured Dementia Care Unit

In Home: No **Area:** **Capacity:** **Residents Served:**

Hospice

Current Residents: 1

Number of Residents Who:

Receive Supplemental Security Income: 0 **Are 60 Years of Age or Older:** 47
Diagnosed with Mental Illness: 0 **Diagnosed with Intellectual Disability:** 0
Have Mobility Need: 33 **Have Physical Disability:** 1

Inspections / Reviews

12/04/2020 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 12/31/2020

Inspections / Reviews (*continued*)

12/22/2020 - POC Submission

Lead Reviewer: [REDACTED]

Follow Up Type: *POC Submission*Follow-Up Date: *12/27/2020*

1/22/2021 POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*Follow-Up Date: *02/05/2021*

2/22/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

42c - Treatment of Residents

1. Requirements

2600.

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

Description of Violation

On or about 12/1/20, resident #1 asked direct care staff A if the home had found ■■■ missing clothes. Direct care staff A became frustrated and said "I'm sick of hearing about your missing things!" in a rude and disrespectful tone. This made resident #1 feel as if ■■■ was a child and angry.

Plan of Correction**Accept**

On 12/4/2020 Direct care staff member A was counseled on ■■■ behavior regarding this incident. A plan of correction was put into place for direct care staff member A to complete 8 hours of training on various topics including abuse & neglect, customer service, resident rights & abuse, and effective communication using the Relias online training portal. This 8 hours of training was completed on 12/7/2020. Direct care staff member will continue to complete assigned modules in Relias monthly for 3 months.

Effective immediately all staff members will receive residents rights training, which will include treating residents with dignity and respect. Documentation of this completed training will be kept by the personal care home administrator.

The personal care home administrator or designee will privately interview at least 4 residents, to ensure they are being treated with dignity and respect immediately, and then weekly for 1 month, and monthly thereafter. Documentation of these interviews will be kept by the personal care home administrator.

Completion Date: 12/23/2020

Document Submission**Implemented**

All staff members completed resident rights and abuse training. All new hires will receive this training during day 1 orientation and then annually thereafter. Weekly audits completed on 1/20/2021. Will continue ongoing monthly audits/resident interviews.