

Department of Human Services
Bureau of Human Service Licensing

March 8, 2021

[REDACTED] EXECUTIVE DIRECTOR
FRIENDS BOARDING HOME OF WESTERN QUARTERLY MEETING
147 WEST STATE STREET
KENNETT SQUARE, PA 19348

RE: FRIENDS BOARDING HOME OF
WESTERN QUARTERLY MEETING
147 WEST STATE STREET
KENNETT SQUARE, PA, 19348
LICENSE/COC#: 14002

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 12/17/2020, 12/18/2020, 12/21/2020, 12/22/2020, 12/23/2020 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: FRIENDS BOARDING HOME OF WESTERN QUARTERLY LICEN E #: 14002 **Licen e Expiration Date:** 02/23/2021
MEETING
Addr e : 147 WEST STATE STREET, KENNETT SQUARE, PA 19348
County: CHESTER **Region:** SOUTHEAST

Administrator

Name: [REDACTED] **Phone:** 6104442577 **Email:** [REDACTED]

Legal Entity

Name: FRIENDS BOARDING HOME OF WESTERN QUARTERLY MEETING
Address: 147 WEST STATE STREET, KENNETT SQUARE, PA, 19348
Phone: 6104442577 **Email:** [REDACTED]

Certificate(s) of Occupancy

Staffing Hours

Re ident Support Staff: 0 **Total Daily Staff:** 25 **Waking Staff:** 19

Inspection

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Complaint **Exit Conference Date:** 12/23/2020

Inspection Dates and Department Representative

12/17/2020 - Off-Site: [REDACTED]
12/18/2020 - Off-Site: [REDACTED]
12/21/2020 Off Site [REDACTED]
12/22/2020 - Off-Site: [REDACTED]
12/23/2020 - Off-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 68 **Residents Served:** 25

Secured Dementia Care Unit

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

Hospice

Current Residents: 0

Resident Demographic Data as of Inspection Dates (continued)

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 30

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 0

Have Physical Disability: 0

Inspections / Reviews

12/17/2020 Partial

Lead Inspector: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 01/11/2021

3/4/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: Document Submission

Follow-Up Date: 03/08/2021

3/8/2021 - 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

Three staff members reported an occasion where staff member A's activity with Resident #1 was to watch football. Resident #1 didn't want to watch football and attempted to leave. At that point staff member A firmly told resident #1 "You sit down. It's not time for dinner. You just sit there".

On multiple occasions staff member A entered resident's rooms while the residents were not dressed, and leave the room door open and the residents exposed to anyone in the hallway. The staff members reported that staff member A will consistently walk in on residents while they are using the restroom to take them to activities. Then staff member A will leave the residents to sit there wet in the activity room and won't notify the direct care staff that the residents need to be changed.

Plan of Correction

Accept

When Community Life Associates (CLA) are engaging with residents in a group activity it has been identified they can not leave the group activity to assist an individual resident with toileting needs or escort them back to their room. The previous procedure was the CLA was to call the Health Center staff and request assistance with the individual resident while they resume the group activity. The incident cited demonstrates that this procedure needs to be changed. The new procedure is as follows:

- 1. the Health Center nurse will provide CLA with 2 resident lists. The first list will identify residents who need assistance navigating the community and the second list will identify residents who require assistance toileting*
- 2. CLA will utilize the call bell system in the common rooms whenever someone on this list requires assistance. The CLA will tell the resident help is coming to assist them.*

The CLA's were instructed on a formal procedure for approaching residents' rooms to invite them to a participate in an activity. The procedure is as follows:

- 1. Knock on the door and introduce yourself and your purpose for the visit*
- 2. Wait for the resident to invite you in*
- 3. If there is no answer/or they do not invite you in, report back to the Health Center so they can check in on the resident and ask fi they want to attend the activity*

Completion Date: 02/24/2021

Document Submission

Implemented

all documents pertaining to this POC were uploaded

42s Privacy

1. Requirements

2600.

42.s. A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures.

42s - Privacy (continued)

Description of Violation

On 10/9/2020, the home posted a picture of resident #2 on Facebook. Resident #2 did not sign the home's photography consent, waiver, indemnity, and release form.

Three staff members reported that on multiple occasions staff member A will enter resident's rooms while the residents are not dressed then leave the room door open and the resident exposed to anyone in the hallway. The staff members reported that staff member A will consistently walk in on residents while they are using the restroom to take them to activities.

Plan of Correction

Accept

Our Admissions Director will ensure all department heads are aware of the residents who refused to sign the consent waiver, indemnity and release form. The resident mentioned in the violation verbally stated ■ did not mind ■ picture taken but refused to sign the form. The admissions director will now notify staff in writing of any issues with this waiver.

The CLA's were instructed on a formal procedure for approaching residents' rooms to invite them to a participate in an activity. The procedure is as follows:

- 1. Knock on the door and introduce yourself and your purpose for the visit*
- 2. Wait for the resident to invite you in*
- 3. If there is no answer/or they do not invite you in, report back to the Health Center so they can check in on the resident and ask fi they want to attend the a*

Completion Date: 02/24/2021

Document Submission

Implemented

all documents pertaining to this POC were uploaded