

Department of Human Services
Bureau of Human Service Licensing

April 23, 2021

[REDACTED] SENIOR VICE PRESIDENT/COO
SPIRITRUST LUTHERAN
800 BOLLINGER DRIVE
SHREWSBURY, PA 17361

RE: SPIRITRUST LUTHERAN THE
VILLAGE AT SHREWSBURY
800 BOLLINGER DRIVE
PERSONAL CARE RESIDENCE
SHREWSBURY, PA, 17361
LICENSE/COC#: 31027

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 02/04/2021, 02/05/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Gloria Emick

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: SPIRITRUST LUTHERAN THE VILLAGE AT SHREWSBURY License #: 31027 License Expiration Date: 06/17/2021
Address: 800 BOLLINGER DRIVE, PERSONAL CARE RESIDENCE, SHREWSBURY, PA 17361
County: YORK Region: CENTRAL

Administrator

Name: [REDACTED] Phone: 7172273000 Email: [REDACTED]

Legal Entity

Name: SPIRITRUST LUTHERAN
Address: 800 BOLLINGER DRIVE, SHREWSBURY, PA, 17361
Phone: 7172273000 Email: [REDACTED]

Certificate(s) of Occupancy

Type: C-2 LP Date: 03/02/2001 Issued By: Labor and Industry

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 60 Waking Staff: 45

Inspection

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Incident Exit Conference Date: 02/05/2021

Inspection Dates and Department Representative

02/04/2021 - On-Site: [REDACTED]
02/05/2021 - Off-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 68 Residents Served: 53

Secured Dementia Care Unit

In Home: No Area: Capacity: Residents Served:

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 52
Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0
Have Mobility Need: 7 Have Physical Disability: 2

Inspections / Reviews

02/04/2021 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *03/04/2021*

3/10/2021 - POC Submission

Lead Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *04/12/2021*

4/23/2021 - Document Submission

Lead Reviewer: [REDACTED] Follow-Up Type: *Not Required*

23a - Activities of Daily Living Assistance

1. Requirements

2600.

23.a. A home shall provide each resident with assistance with ADLs as indicated in the resident's assessment and support plan.

Description of Violation

On 1/23/21 at about 3:30 pm, Resident 1 requested assistance from a staff person to help get up out of [REDACTED] chair. This assistance was not provided until 4:30 pm when the staff person returned and assisted the resident to the bathroom. The resident's assessment and support plan states that the resident requires assistance with transfers and walking.

23a - Activities of Daily Living Assistance (continued)

Plan of Correction**Accept**

See attached document for POC for 2600.23(a)

On 1/24/2021 [REDACTED] Director of Resident Care completed education with all staff working on 1/23/2021 regarding the importance of responding to resident needs promptly. Mandatory training about Dementia and dealing with challenging behaviors was completed in [REDACTED] by the three team members involved in the incident and all 3 were issued final written warnings regarding their behavior. Follow up education will be completed by the Director of Resident Care by February 26th.

Call bell response times will continue to be monitored by the PCHA. Staff assignment sheets will be revised and reimplemented for accountability and all staff will be re-educated about carrying the nurse call phones. The PCHA now has a nurse call phone in her office to assist with call bell response time and Life Enrichment staff will be trained on how to answer call bells.

Call bell response monitoring and investigation: PCHA and Director of Resident Care

-Revision and reimplementation of staff assignment sheets: Director of Resident Care.

-Re-education about requirement to carry nurse call phones: PCHA.

-Nurse call phone added to PCHA office: PCHA

-Life Enrichment Training on call bell response: PCHA

-Call bell response monitoring and investigation: Ongoing

-Revision and reimplementation of staff assignment sheets: March 1

-Re-education about requirement to carry nurse call phones: February 26.

-Nurse call phone added to PCHA office: January 25

-Life Enrichment Training on call bell response: February 25

Staff assignment sheets will be revised, no other adjustments will be made to current policy but accountability will be enforced for team members not abiding by current policy after re-education has been completed.

The PCHA will continue to monitor the call bell response report daily. A meeting will be held with the team member assigned to any resident whose call bell has been ringing for more than 15 minutes within 48 hours with either the PCHA or Director of Resident Care effective February 25th. Weekly audits will be completed by both the PCHA and Director of Resident Care on overall call bell response times to identify patterns starting the week of February 22nd.

Dementia Care training and dealing with difficult behaviors will be a standing agenda item for nursing meetings starting March 1. Education will be presented by the Director of Resident Care and PCHA. Dementia Care training will be held with Life Enrichment by March 11th. Dementia and dealing with challenging behaviors will be assigned to all staff in [REDACTED]

Completion Date: 02/26/2021

23a - Activities of Daily Living Assistance *(continued)***Document Submission****Implemented**

The plan is fully implemented except for the meeting being held with the PCHA or Director of Resident Care with any team member responsible for a resident ringing more than 15 minutes. The PCHA is continuing to monitor call bell response times daily, but the way the system is generating reports, it has been very challenging to get in touch with team members and have them actually recall what was going on at the time the call bell was going off to make root cause analysis efforts helpful. I am working with the RCare tech to see if there is a way I can generate a report for the same day so I can meet with team members the day the long call bell occurred and not a day or two later.