

Department of Human Services
Bureau of Human Service Licensing

July 19, 2021

[REDACTED]
CARE HSL HARLEYSVILLE OPCO LLC
765 SKIPPACK PIKE
HERITAGE SENIOR LIVING
BLUEBELL, PA 19422

RE: BIRCHES AT ARBOUR SQUARE
691 MAIN STREET
HARLEYSVILLE, PA, 19438
LICENSE/COC#: 14266

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 04/23/2021, 04/26/2021, 04/30/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
[REDACTED]

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: BIRCHES AT ARBOUR SQUARE **License #:** 14266 **License Expiration Date:** 03/27/2022
Address: 691 MAIN STREET, HARLEYSVILLE, PA 19438
County: MONTGOMERY **Region:** SOUTHEAST

Administrator

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Legal Entity

Name: CARE HSL HARLEYSVILLE OPCO LLC
Address: 765 SKIPPACK PIKE, HERITAGE SENIOR LIVING, BLUEBELL, PA, 19422

[REDACTED] [REDACTED] [REDACTED] [REDACTED]

Certificate(s) of Occupancy

Type: R-3 **Date:** 03/10/2009 **Issued By:** Lower Salford Township

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 80 **Waking Staff:** 60

Inspection

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Complaint, Incident **Exit Conference Date:** 04/30/2021

Inspection Dates and Department Representative

04/23/2021 - On-Site: [REDACTED]
04/26/2021 - On-Site: [REDACTED]
04/30/2021 - Off-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 85 **Residents Served:** 51

Secured Dementia Care Unit

In Home: Yes **Area:** Daybreak **Capacity:** 25 **Residents Served:** 18

Hospice

Current Residents: 6

Number of Residents Who:

Receive Supplemental Security Income: 0 **Are 60 Years of Age or Older:** 51
Diagnosed with Mental Illness: 1 **Diagnosed with Intellectual Disability:** 1
Have Mobility Need: 29 **Have Physical Disability:** 1

Inspections / Reviews

04/23/2021 - Partial

Lead Inspector: [REDACTED]

Follow-Up Type: *POC Submission*Follow-Up Date: *07/08/2021*

7/13/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*Follow-Up Date: *07/16/2021*

7/19/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

23b - Instrumental Activities of Daily Living Assistance

1. Requirements

2600.

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

Description of Violation

The assessment and support plan for Resident # 1, dated 3/26/20, indicates the resident requires assistance with managing healthcare appointments . On 3/25/21 and 4/8/21 Resident # 1 was not seen by the Podiatrist for foot related care because the resident did not receive assistance attending these appointments as required.

Plan of Correction

Accept

What: "Resident #1, dated 3/26/202, indicates the resident requires assistance with managing healthcare appointments. On 3/25/2021 and 4/8/2021 Resident #1 was not seen by the podiatrist for foot related care because the resident did not receive assistance attending these appointments as required".
Who: The Resident Care Director or Designee will educate the staff on how to look up residents scheduled appointments in TabulaPro. The staff will assist the resident with attending their scheduled healthcare appointments.
When: Training will be completed by 7/8/2021.
How: Staff will be educated on how to look up the resident's healthcare appointment in TabulaPro. Staff will be educated to assist the resident to attend their healthcare appointments. Staff will assist with scheduling appointments as needed, coordinate care as appropriate, and provide necessary support to ensure the resident attends the appointments. The Staff will sign an Attendance Acknowledgment Sheet (Attachment B).
Ongoing: All resident medical appointments will be reviewed by the Resident Care Director or Designee to ensure that residents are receiving assistance attending their medical appointments.

Completion Date: 07/08/2021

Document Submission

Implemented

see attached documentation

42c - Treatment of Residents

1. Requirements

2600.

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

Description of Violation

On 2/25/21 Staff Member A was overheard by Staff Members B and C. Staff Member A stated that Staff Member A was going to knock out Resident #2. Resident #2 often says this as a joke and Staff Member stated this back to Resident #2 as a joke. Staff Member A confirmed this was said via telephone interview with Licensing Representative.
On 2/25/21 Staff Member A was overheard by Staff Members B and C. Staff Member A stated "fuck you" to Resident #3. Resident #3 often uses language like this to joke around with staff at the home. Staff Member A was using this language in a joking manner. Resident #3 did say the same phrase back in response to Staff Member A. Staff Member A confirmed this via telephone interview with Licensing Representative.

42c - Treatment of Residents *(continued)***Plan of Correction****Accept**

What: "On 2/25/2021 Staff Member A was overheard by Staff Member B and C. Staff Member A stated that Staff Member A was going to knock out Resident #2. Resident #2 often says this as a joke and Staff Member stated this back Resident #2 as a joke. Staff Member A confirmed this was said via telephone interview with Licensing Representative."

What: "On 2/25/2021 Staff Member A was overheard by Staff Member B and C. Staff Member A stated "fuck you" to Resident #3. Resident #3 often uses language like this to joke around with staff at the home. Staff member A was using this language in a joking manner. Resident #3 did say the same phrase back in response to Staff Member A. Staff Member A confirmed this via telephone interview with Licensing Representative

Who: Staff Member A was immediately suspended from the community upon the reported allegation and was terminated on [REDACTED]. Resident #3 is deceased, and Resident #2 moved to another community. The Resident Care Director or Designee will re-educate all the staff on resident rights.

When: Training will be completed by 7/8/2021.

How: Training will be provided to review with all staff resident rights. All Staff will sign an Attendance Acknowledgement Sheet (Attachment C).

Ongoing: Staff will continue to receive their initial right training during their first shift in the community and will continue to receive the annual review training as well. Any concerns will be reviewed immediately, and any patterns or trends will be reviewed at the Quarterly Quality Assurance Meeting.

Completion Date: 07/08/2021

Document Submission**Implemented**

see attached documentation

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.

Description of Violation

On 2/25/21 Staff Members B & C were assisting Resident #4 to the bathroom. Staff Member A was present in Resident #4's bedroom while Resident was receiving care. Staff Member A was not providing care to this Resident. Staff Member A was facetimeing a family member while present in Resident #4's room while Resident #4 was receiving care. Staff Member's B and C reported this. Staff Member A confirmed this to Licensing Representative via telephone interview.

42s - Privacy (continued)

Plan of Correction

Accept

What: "On 2/25/2021 Staff Member B & C were assisting Resident #4 to the bathroom. Staff Member A was present in Resident #4's bedroom while Resident was receiving care. Staff Member A was not providing care to this resident. Staff Member A was facetimeing a family member while present in Resident# 4's room while Resident #4 was receiving care. Staff Member's B and C reported this. Staff Member A confirmed this to Licensing Representative via telephone interview.

Who: Staff Member A was suspended immediate upon notice of alleged violation and was terminated on [REDACTED] Resident #4 moved to another community due to the need for a higher level of care. The Resident Care Director or Designee will re-educate all staff on resident rights and specifically to address privacy protection for all residents. Attachment A)

When: Training for all staff will be completed by 7/08/2021.

How: Training will be provided to review with all staff resident rights (Attachment A)and discuss privacy specifically. All staff will sign an Attendance Acknowledgement Sheet (Attachment D)

Ongoing: Staff will continue to receive their initial rights training during their first shift in the community and will continue to receive the annual review training as well. Any concerns will be reviewed immediately, and any patterns or trends will be reviewed at the Quarterly Quality Assurance Meetings.

Completion Date: 07/08/2021

Document Submission

Implemented

see attached documentation