

Department of Human Services  
Bureau of Human Service Licensing

June 4, 2021

██████████ VICE PRESIDENT OF OPERATIONS  
REMED RECOVERY CARE CENTERS LLC  
16 INDUSTRIAL LANE  
PAOLI, PA 19301

RE: REMED RECOVERY CARE CENTERS  
1152 NORTH NEW STREET  
WEST CHESTER, PA, 19380  
LICENSE/COC#: 10623

Dear ██████████

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 04/29/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,  
Claire Mendez

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:** REMED RECOVERY CARE CENTERS      **License #:** 10623      **License Expiration Date:** 05/26/2022  
**Address:** 1152 NORTH NEW STREET, WEST CHESTER, PA 19380  
**County:** CHESTER      **Region:** SOUTHEAST

**Administrator**

**Name:** [REDACTED]      **Phone:** 6103443983      **Email:**

**Legal Entity**

**Name:** REMED RECOVERY CARE CENTERS LLC  
**Address:** 16 INDUSTRIAL LANE, PAOLI, PA, 19301  
**Phone:** 6103443983      **Email:**

**Certificate(s) of Occupancy**

**Type:** C-3 SP      **Date:** 09/02/1999      **Issued By:** CWOPA L & I

**Staffing Hours**

**Resident Support Staff:** 0      **Total Daily Staff:** 12      **Waking Staff:** 9

**Inspection**

**Type:** Full      **Notice:** Unannounced      **BHA Docket #:**  
**Reason:** Renewal      **Exit Conference Date:** 04/29/2021

**Inspection Dates and Department Representative**

04/29/2021 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

**License Capacity:** 8      **Residents Served:** 8

**Secured Dementia Care Unit**

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

**Hospice**

**Current Residents:** 0

**Number of Residents Who:**

**Receive Supplemental Security Income:** 2      **Are 60 Years of Age or Older:** 3  
**Diagnosed with Mental Illness:** 0      **Diagnosed with Intellectual Disability:** 0  
**Have Mobility Need:** 4      **Have Physical Disability:** 7

**Inspections / Reviews**

04/29/2021 - Full

**Lead Inspector:** [REDACTED]      **Follow-Up Type:** POC Submission      **Follow-Up Date:** 05/31/2021

Inspections / Reviews (*continued*)

5/28/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow Up Type: *POC Submission*Follow-Up Date: *05/30/2021*

6/2/2021 POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*Follow-Up Date: *06/04/2021*

6/4/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

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 Member A was hired on [REDACTED] and no criminal background check has been conducted by the home.

Plan of Correction

Accept

The criminal background check had been completed by Human Resources at the time of hire, however, the staff's personnel file was not available at the time of inspection.

The VP of Corporate Compliance and Quality Management has met with the Human Resources Department in regards to the monitoring of personnel files by instituting an internal audit for all new employees every 30 days to ensure that all needed documents are being provided to the administrators.

Attached is the staff in question's criminal background check.

Completion Date: 05/25/2021

Document Submission

Implemented

All administrators have been asked to audit their newer employee files and are reaching out to HR if they are missing anything, so that all files are up to date. HR has hired a new HR Operations Specialist, who is being trained and provided with a list of documentation that is required per DHS for personnel files. Administrators will continue to audit personnel files, upon receipt from HR.

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 Member A does not have a high school diploma, GED, or active registry status on the Pennsylvania nurse aide registry.

Plan of Correction

Do Not Accept

This staff member graduated from [REDACTED] High School, but has misplaced [REDACTED] diploma. [REDACTED] has requested a copy from the school.

Attached are [REDACTED] transcripts from [REDACTED] University, where [REDACTED] attends as an undergraduate Biology major and has currently amassed 87 hours.

Completion Date: 05/25/2021

54a - Direct Care Staff (continued)

Plan of Correction

Accept

The VP of Corporate Compliance and Quality Management has met with the Human Resources Department in regards to the monitoring of personnel files by instituting an internal audit for all new employees every 30 days to ensure that all needed documents are being provided to the administrators.

Completion Date: 05/25/2021

Document Submission

Implemented

Staff in question was able to locate [redacted] diploma. See attached.

All administrators have been asked to audit their newer employee files and are reaching out to HR if they are missing anything, so that all files are up to date. HR has hired a new HR Operations Specialist, who is being trained and provided with a list of documentation that is required per DHS for personnel files. Administrators will continue to audit personnel files, upon receipt from HR.

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.
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 Member A completed their 40th scheduled work hour on [redacted]. However, this staff person did not complete training in the following topics: Emergency Medical Plan, Residents Rights, Older Adult Protective Services Act, and Reportable Incidents.

Plan of Correction

Do Not Accept

Attached is the this staff member's staff training checklist, with completion of the above referenced trainings on 05/19/2021.

Completion Date: 05/19/2021

Plan of Correction

Accept

This training checklist, was available during inspection, however there were dates and signatures missing. At the time of this staff person's hire/timeframe in which the checklist was to be completed, the home had a different administrator who was responsible for completion.

The home's new administrator, has been trained in the staff training/checklist procedures and will be responsible for this moving forward. [redacted] will also audit the checklists of any additional recent new hires, if applicable, that came on board before [redacted] took over, to ensure they are completed.

Completion Date: 06/01/2021

65b - Rights/Abuse 40 Hours (*continued*)**Document Submission****Implemented**

*The home's new administrator has been auditing the checklists for completion of any recent newer hires that came on board before ■ took over. Attached is an example of a completed checklist, from a February hire.*