

Department of Human Services  
Bureau of Human Service Licensing

June 14, 2021

██████████ EXECUTIVE DIRECTOR  
WATERMARK OPERATOR LLC  
2020 WEST RUDASILL ROAD  
TUCSON, AZ 85704

RE: BLUE BELL PLACE  
777 DEKALB PIKE  
BLUE BELL, PA, 19422  
LICENSE/COC#: 13280

Dear ██████████

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 04/30/2021, 05/04/2021, 05/06/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,  
Mia Johnson

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:** BLUE BELL PLACE **License #:** 13280 **License Expiration Date:** 09/11/2021  
**Address:** 777 DEKALB PIKE, BLUE BELL, PA 19422  
**County:** MONTGOMERY **Region:** SOUTHEAST

**Administrator**

**Name:** [REDACTED] **Phone:** 6102776443 **Email:** [REDACTED]

**Legal Entity**

**Name:** WATERMARK OPERATOR LLC  
**Address:** 2020 WEST RUDASILL ROAD, TUCSON, AZ, 85704  
**Phone:** 6102776443 **Email:** [REDACTED]

**Certificate(s) of Occupancy**

**Type:** C-2 LP **Date:** 10/16/2000 **Issued By:** Commonwealth of PA, L&I

**Staffing Hours**

**Resident Support Staff:** 0 **Total Daily Staff:** 62 **Waking Staff:** 47

**Inspection**

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

**Inspection Dates and Department Representative**

04/30/2021 - On-Site: [REDACTED]  
05/04/2021 - Off-Site: [REDACTED]  
05/06/2021 - Off-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

**License Capacity:** 99 **Residents Served:** 39

**Secured Dementia Care Unit**

**In Home:** Yes **Area:** Memory Care **Capacity:** 30 **Residents Served:** 10

**Hospice**

**Current Residents:** 0/0

**Number of Residents Who:**

**Receive Supplemental Security Income:** 0 **Are 60 Years of Age or Older:** 39  
**Diagnosed with Mental Illness:** 5 **Diagnosed with Intellectual Disability:** 1  
**Have Mobility Need:** 23 **Have Physical Disability:** 0

## Inspections / Reviews

04/30/2021 - Partial

Lead Inspector: [REDACTED]

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

6/2/2021 POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*Follow-Up Date: *06/10/2021*

6/14/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

## 17 - Record Confidentiality

### 1. Requirements

2600.

17. Resident records shall be confidential, and, except in emergencies, may not be accessible to anyone other than the resident, the resident's designated person if any, staff persons for the purpose of providing services to the resident, agents of the Department and the long-term care ombudsman without the written consent of the resident, an individual holding the resident's power of attorney for health care or health care proxy or a resident's designated person, or if a court orders disclosure.

#### Description of Violation

*On 04/30/21, at 9:20 am, a medication administrator record book (MAR) with confidential resident information was unlocked, unattended, and accessible on top of a locked medication cart in a public sitting area.*

#### Plan of Correction

**Accept**

*All medication administrators will be re-educated on confidentiality on June 9, 2021. To prevent future violations all medication administrators will be trained upon hire and bi-annually. The training will include locking the medication administration record book (MAR) away when not in use, maintaining HIPAA, confidentiality and resident record privacy.*

**Completion Date:** 06/09/2021

#### Document Submission

**Implemented**

*HIPAA training, 6/9/2021 see attached file*

## 42c - Treatment of Residents

### 1. Requirements

2600.

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

#### Description of Violation

*On 04/18/21, staff person A got into a shouting match with resident #1 while providing care to resident #2. Resident #1 said [REDACTED] pays a lot of money to live at the home and to have resident #2 taken care of, staff person A replied "you don't pay all that money to bully the workers". Resident #1 stated [REDACTED] felt this was disrespectful behavior.*

#### Plan of Correction

**Accept**

*All staff will be re-educated on Residents' Rights on June 9, 2021.*

*To prevent future violations of this nature, ongoing education will be provided for all staff on Residents' Rights upon hire and bi-annually.*

**Completion Date:** 06/09/2021

#### Document Submission

**Implemented**

*Resident Rights Training, 6/9/2021 see attached file*