

Department of Human Services  
Bureau of Human Service Licensing

September 9, 2022

[REDACTED]  
WESTMONT WOODS LP  
787 GOUCHER STREET  
ATTN [REDACTED]  
JOHNSTOWN, PA, 15905

RE: QUALITY LIFE SERVICES -  
WESTMONT  
787 GOUCHER STREET  
JOHNSTOWN, PA, 15905  
LICENSE/COC#: 33238

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/08/2021 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 - PUBLIC**

**Facility Information**

Name: *QUALITY LIFE SERVICES - WESTMONT* License #: *33238* License Expiration: *08/11/2021*  
Address: *787 GOUCHER STREET, JOHNSTOWN, PA 15905*  
County: *CAMBRIA* Region: *CENTRAL*

**Administrator**

Phone: [REDACTED] Email: [REDACTED]

**Legal Entity**

Name: *WESTMONT WOODS LP*  
Address: *787 GOUCHER STREET, ATTN TAMMY LONG, JOHNSTOWN, PA, 15905*  
Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *C-1* Date: *01/11/1995* Issued By: *Department of Health*  
Type: *C-1* Date: *11/26/1962* Issued By: *Labor and Industry*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *21* Waking Staff: *16*

**Inspection Information**

Type: *Full* Notice: *Unannounced* BHA Docket #:  
Reason: *Renewal* Exit Conference Date: *06/08/2021*

**Inspection Dates and Department Representative**

*06/08/2021 - On-Site* [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: *34* Residents Served: *18*

**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: *17*  
Diagnosed with Mental Illness: *1* Diagnosed with Intellectual Disability: *2*  
Have Mobility Need: *3* Have Physical Disability: *2*

**Inspections / Reviews**

**06/08/2021 - Full**

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *07/17/2021*

Inspections / Reviews (*continued*)

07/25/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: *08/01/2022*

09/09/2022 - Document Submission

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

25b - Contract Signatures

1. Requirements

2600.

25.b. The contract shall be signed by the administrator or a designee, the resident and the payer, if different from the resident, and cosigned by the resident's designated person if any, if the resident agrees.

Description of Violation

The contract for Resident 1, [REDACTED] was not signed (or marked) by the resident.

Plan of Correction

Accept

Contract not being signed was an oversight by administration. Contract was reviewed with resident and [REDACTED]

2600.25.b The contract shall be signed by the administrator or a designee, the resident and the payer, if different from the resident, and cosigned by the resident's designated person if any, if the resident agrees.

Staff Discussion: Completion date was [REDACTED], and PC administration and Business Office Manager will review all contracts for signature and completion upon administration. Also, will make corrections as necessary and ensure all new contracts are signed/ completed moving forward. See attached audit tool.

Completion Date: 06/08/2021

Document Submission

Implemented

Contract not being signed was an oversight by administration. Contract was reviewed with resident and signed June 8, 2021.

2600.25.b The contract shall be signed by the administrator or a designee, the resident and the payer, if different from the resident, and cosigned by the resident's designated person if any, if the resident agrees.

Staff Discussion: Completion date was [REDACTED], and PC administration and Business Office Manager will review all contracts for signature and completion upon administration. Also, will make corrections as necessary and ensure all new contracts are signed/ completed moving forward. See attached audit tool.

65i - Training Record

1. Requirements

2600.

65.i. A record of training including the staff person trained, date, source, content, length of each course and copies of any certificates received, shall be kept.

Description of Violation

The home's record of training for Staff Person A, hired [REDACTED], does not include dates when the topics required under 65a, 65b and 65d were completed.

The home's record of training for Staff Person B, [REDACTED], does not include an accurate date for the training topics under 65d.

Plan of Correction

Accept

All current staff members trainings were reviewed for accurate dates, training topic and signatures. Dates and topics were corrected as required and staff were educated on any topics of need.

2600.65. i (a)(b)(d) A record of training including the staff person trained, date, source, content, length of each course and copies of any certificates received, shall be kept.

Staff Discussion: Completion date was June 9th, 2021. All new hire training and continued training will be monitored by PC administration and will be reviewed within the first 40 hours of training for completion. See attached

Completion Date: 07/09/2021

65i - Training Record (continued)

**Document Submission**

**Implemented**

All current staff members trainings were reviewed for accurate dates, training topic and signatures. Dates and topics were corrected as required and staff were educated on any topics of need.

2600.65. i (a)(b)(d) A record of training including the staff person trained, date, source, content, length of each course and copies of any certificates received, shall be kept.

Staff Discussion: Completion date [REDACTED]. All new hire training and continued training will be monitored by PC administration and will be reviewed within the first 40 hours of training for completion. See attached

91 - Telephone Numbers

**1. Requirements**

2600.

91. Emergency Telephone Numbers - Telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control, local emergency management and personal care home complaint hotline shall be posted on or by each telephone with an outside line.

**Description of Violation**

The home's emergency telephone numbers do not include the personal care home complaint hotline number.

**Plan of Correction**

**Accept**

Oversite by prior administration and all telephone numbers were updated.

2600.91 Emergency Telephone Numbers-Telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control, local emergency management and personal care home complaint hotline shall be posted on or by each telephone with an outside line. See Attached photo

Staff Discussion: Completion date was June 10th, 2021. All PC staff educated on what telephone numbers are to be on emergency list. See attached picture. Will be monitored by PC administrator as needed for updates.

See Attached.

**Completion Date:** 07/09/2021

**Document Submission**

**Implemented**

Oversite by prior administration and all telephone numbers were updated.

2600.91 Emergency Telephone Numbers-Telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control, local emergency management and personal care home complaint hotline shall be posted on or by each telephone with an outside line. See Attached photo

Staff Discussion: Completion date was June 10th, 2021. All PC staff educated on what telephone numbers are to be on emergency list. See attached picture. Will be monitored by PC administrator as needed for updates.

See Attached.

171c - Home's Vehicle Documents

**1. Requirements**

2600.

171.c. The home shall maintain current copies of the following documentation for each of the home's vehicles used to transport residents:

4. Current inspection.

**Description of Violation**

The inspection on the home's van, used to transport residents, had expired [REDACTED].

171c - Home's Vehicle Documents (continued)

**Plan of Correction**

**Accept**

All required vehicle documentation was updated and maintenance staff was re-educated on all vehicle requirements.

2600.171.c. Home's Vehicle Documents-The home shall maintain current copies of the following documentation for each of the home's vehicles used to transport residents.

Staff Discussion: Completion date was June 8th, 2021. All required vehicle documentation was updated and maintenance staff was reeducated of the requirements of the vehicle inspection. See attached inspection document and signature sheet.

See Attached inspection documentation.

Completion Date: 07/08/2021

**Document Submission**

**Implemented**

All required vehicle documentation was updated and maintenance staff was re-educated on all vehicle requirements.

2600.171.c. Home's Vehicle Documents-The home shall maintain current copies of the following documentation for each of the home's vehicles used to transport residents.

Staff Discussion: Completion date was June 8th, 2021. All required vehicle documentation was updated and maintenance staff was reeducated of the requirements of the vehicle inspection. See attached inspection document and signature sheet.

See Attached inspection documentation.

183d - Prescription Current

1. Requirements

2600.

183.d. Only current prescription, OTC, sample and CAM for individuals living in the home may be kept in the home.

**Description of Violation**

Resident 2's [redacted] was marked as having been opened on [redacted]. The manufacturer's instructions state to discard the inhaler 6 weeks after it is opened.

**Plan of Correction**

**Accept**

[redacted] replaced and expired was discarded.

2600.183.d. Prescription Current-Only current prescription, OTC, sample and CAM for individuals living in the home may be kept in the home.

Staff Discussion: Completion date was June 9th, 2021. Med Tech staff educated on regulation and educated of all expiration dates of all medications. PC administrator will monitor all inhalant medications for expiration date and pharmacy reviews medication cart monthly for expired meds. Audit on 06/28/2021. 1 medication pulled that would have expired 06/30/2021 discarded and new one requested. Next Medication audit is 07/21/2021.

Completion Date: 06/28/2021

183d - Prescription Current (continued)

Document Submission

Implemented

[redacted] and expired was discarded.

2600.183.d. Prescription Current-Only current prescription, OTC, sample and CAM for individuals living in the home may be kept in the home.

Staff Discussion: Completion date was June 9th, 2021. Med Tech staff educated on regulation and educated of all expiration dates of all medications. PC administrator will monitor all inhalant medications for expiration date and pharmacy reviews medication cart monthly for expired meds. Audit on 06/28/2021. 1 medication pulled that would have expired 06/30/2021 discarded and new one requested. Next Medication audit is 07/21/2021.

185a - Implement Storage Procedures

1. Requirements

2600.

185.a. The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.

Description of Violation

Resident 3's [redacted] was not programmed with the correct date and time. [redacted]

The following [redacted] were not accurately recorded from Resident 2's [redacted] to the resident's medication administration record (MAR):

[redacted]

Plan of Correction

Accept

New [redacted] was ordered and calibrated to correct setting.

2600.185.a. Implement Storage Procedures-The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.

Staff Discussion: Completion date was June 9th, 2021. Med Tech staff were educated on proper [redacted] for date, time, and correct [redacted] to Medication Administration Record and will be monitored daily and weekly.

Completion Date: 06/09/2021

Document Submission

Implemented

New [redacted] was ordered and calibrated to correct setting.

2600.185.a. Implement Storage Procedures-The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.

Staff Discussion: Completion date was June 9th, 2021. Med Tech staff were educated on proper [redacted] for date, time, and [redacted] to Medication Administration Record and will be monitored daily

*185a - Implement Storage Procedures (continued)*

*and weekly.*