

Department of Human Services
Bureau of Human Service Licensing

May 16, 2022

[REDACTED], ADMINISTRATOR
[REDACTED]
[REDACTED]

RE: HEARTLAND RETIREMENT
PERSONAL CARE HOME
46 ELEMENTARY LANE, BOX 210
WOOLRICH, PA, 17779
LICENSE/COC#: 22712

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/23/2021 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: HEARTLAND RETIREMENT PERSONAL CARE HOME License #: 22712 License Expiration: 07/13/2021
Address: 46 ELEMENTARY LANE, BOX 210, WOOLRICH, PA 17779
County: CLINTON Region: NORTHEAST

Administrator

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

Legal Entity

[REDACTED]

Certificate(s) of Occupancy

Type: C-2 LP Date: 03/04/2003 Issued By: Labor & Industry

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 10 Waking Staff: 8

Inspection Information

Type: Full Notice: Unannounced BHA Docket #:
Reason: Renewal Exit Conference Date: 06/23/2021

Inspection Dates and Department Representative

06/23/2021 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 48 Residents Served: 9

Secured Dementia Care Unit

In Home: No Area: Capacity: Residents Served:

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 1 Are 60 Years of Age or Older: 9
Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0
Have Mobility Need: 1 Have Physical Disability: 0

Inspections / Reviews

06/23/2021 - Full

Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 07/26/2021

Inspections / Reviews *(continued)*

08/26/2021 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: *09/02/2021*

05/16/2022 - Document Submission

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

28f - Resident's Funds and 30-day Refund

1. Requirements

2600.

28.f. Within 30 days of either the termination of service by the home or the resident's leaving the home, the resident shall receive an itemized written account of the resident's funds, including notification of funds still owed the home by the resident or a refund owed the resident by the home. Refunds shall be made within 30 days of discharge.

Description of Violation

Resident # 1 expired on [REDACTED]. The home did not send the resident's family an itemized account of resident # 1's refund.

Plan of Correction

Accept

RESIDENT DID NOT RECEIVE A ITEMIZED WRITTEN NOTICE OF THE RESIDENT'S REFUND DUE TO THEM. ADMINISTRATOR JUST ISSUED THE CHECK WITHOUT GIVING A BREAK DOWN OF WHAT WAS OWED TO THEM. TO PREVENT FUTURE VIOLATIONS OF 28F THE ADMINISTRATOR WILL TYPE AND PRINT THE ITEMIZED REFUND WITH ALL THE INFORMATION NEEDED WHEN PRINTING THE CHECK FOR REFUND. ADMINISTRATOR WILL STAPLE ITEMIZED INFORMATION WITH THE CHECK STUB. THIS IS IMPORTANT SO BOTH PARTY'S ARE PROTECTED IF ANYTHING WOULD HAPPEN.

Completion Date: 08/23/2021

Update: 08/26/2021

To complete the 2 Step Plan of Correction Process, (POC), upon Resubmission of the POC, if there has be another discharge since the inspection please submit a copy of the details of the breakdown of expenses with the copy of the Refund.

Documentation should be sent in the Portal.

AG, 8-26-21

Document Submission

Implemented

Copy of information was sent via email

121a - Unobstructed Egress

1. Requirements

2600.

121.a. Stairways, hallways, doorways, passageways and egress routes from rooms and from the building must be unlocked and unobstructed.

Description of Violation

The emergency exit door, closest to resident room # 16, was difficult to open on a first attempt to exit the building.

Plan of Correction

Accept

THE EXIT DOOR WAS HARD TO OPEN TO EXIT THE BUILDING. THIS HAPPENED DUE TO THE EXPANSION FROM THE HEAT. ADMINISTER HAD MAINTENANCE PUT WD-40 ON SO IT WAS EASIER TO OPEN TO EXIT. ADMINISTER WILL DO WEEKLY WALK THROUGH TO MAKE ALL DOORS OPEN UP EASILY SO THIS WOULD NOT HAPPEN AGAIN. THIS IS VERY IMPORTANT DUE TO IF THERE WOULD BE A FIRE.

Completion Date: 08/23/2021

Update: 08/26/2021

To complete the 2 Step Plan of Correction Process, (POC), upon Resubmission of the POC, please submit a copy of the checklist being used to keep track of the weekly walk throughs and the Exit checks.

121a - Unobstructed Egress (continued)

Documentation should be sent in the Portal.

AG, 8-26-21

Document Submission

Implemented

sent via email

252 - Record Content**1. Requirements**

2600.

252. Content of Resident Records - Each resident's record must include the following information:

21. The reason for termination of services or transfer of the resident, the date of transfer and the destination.
22. Copies of transfer and discharge summaries from hospitals, if available.
23. If the resident dies in the home, a copy of the official death certificate.

Description of Violation

Former Resident # 1 expired at the hospital on [REDACTED] The home's record for Resident # 1 did not contain the reason for the death, the death certificate or the hospital records for that hospital stay.

Plan of Correction

Accept

THIS VIOLATION IS VERY IMPORTANT DUE TO HAVE FOR RECORDS IF YOU EVER HAVE TO GO BACK AND FIND SOMETHING OUT. THIS VIOLATION WAS CAUSED BY THE ADMINISTRATOR NOT DOCUMENTING ANY INFORMATION OF WHY THE RESIDENT WENT TO THE HOSPITAL. ANYTIME A RESIDENT WILL BE GOING TO HOSPITAL EITHER WAY OF EMERGENCY OR JUST INCIDENTAL AND ARE ADMITTED THE ADMINISTRATOR WILL DOCUMENT IN THE FILE OF WHY THEY WENT.

Completion Date: 08/23/2021

Update: 08/26/2021

To complete the 2 Step Plan of Correction Process, (POC), upon Resubmission of the POC, please send in an update to a Resident Record for a Resident that may have passed away, moved to a higher or lower level of care, relocated, or had a recent discharge from a hospital. This will demonstrate compliance.

Documentation should be sent in the Portal.

AG, 8-26-21

Document Submission

Implemented

sent via email