

Department of Human Services
Bureau of Human Service Licensing

July 22, 2021

[REDACTED] PARALEGAL
SOUTHWESTERN HEALTHCARE OPERATIONS LLC
456 CHESTNUT STREET, SUITE 303
LAKEWOOD, NJ 8701

RE: THE RESIDENCE AT ARROWOOD
512 N LEWIS RUN ROAD
PITTSBURGH, PA, 15122
LICENSE/COC#: 45215

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing licensing inspections on 07/15/2021 of the above facility, the citations specified on the enclosed Licensing Inspection Summary (LIS) were found.

We have determined that your plan of correction is: Acceptable

All citations specified on the plan of correction must be corrected by the dates specified on the License Inspection Summary (violation report) and continued compliance with Department statutes and regulations must be maintained.

Sincerely,
Larry Mazza

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: THE RESIDENCE AT ARROWOOD **Licen e #:** 45215 **Licen e Expiration Date:** 04/30/2022
Addr e : 512 N LEWIS RUN ROAD, PITTSBURGH, PA 15122
County: ALLEGHENY **Region:** WESTERN

Administrator

Name: [REDACTED] **Phone:** 4124693330 **Email:** [REDACTED]

Legal Entity

Name: SOUTHWESTERN HEALTHCARE OPERATIONS LLC
Address: 456 CHESTNUT STREET, SUITE 303, LAKEWOOD, NJ, 8701
Phone: 4124693330 **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: C-2 LP **Date:** 12/05/2013 **Issued By:** L&I

Staffing Hours

Re ident Support Staff: 0 **Total Daily Staff:** 63 **Waking Staff:** 47

Inspection

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Complaint **Exit Conference Date:** 07/15/2021

Inspection Dates and Department Representative

07/15/2021 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 84 **Residents Served:** 47

Secured Dementia Care Unit

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

Hospice

Current Residents: 4

Number of Residents Who:

Receive Supplemental Security Income: 0 **Are 60 Years of Age or Older:** 47
Diagnosed with Mental Illness: 12 **Diagnosed with Intellectual Disability:** 0
Have Mobility Need: 16 **Have Physical Disability:** 0

Inspections / Reviews

07/15/2021 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 07/30/2021

Inspections / Reviews *(continued)*

7/22/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow Up Type: *Document Submission*

Follow-Up Date: *07/28/2021*

23a - Activities of Daily Living Assistance

1. Requirements

2600.

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

Description of Violation

Some time in May 2021, resident #1's dentures were misplaced; however, no assistance was provided to the resident to obtain new dentures. As of 7/15/21, the resident still does not have ■ dentures. Resident #1's most recent assessment, dated 6/2/21, indicates the resident requires total physical assistance with managing healthcare, securing healthcare and making and keeping appointments.

Plan of Correction

Accept

As of 7/21/21 a dental appointment has been scheduled for the resident on October 19th, 2021 at 2:30pm at Refresh Dental (per families request, earliest date we can get). The family will be going to the appointment with the resident. As of 7/21/21 Direct Care Staff received an education from the Administrator and Director of Nursing to notify family and management if a device such as hearing aids, dentures, glasses, etc. go missing/get lost. Administrator will create a monitoring tool of all Personal Care Residents who use devices to assist with eating/hearing/seeing that we are to provide assistance to with managing healthcare, securing healthcare and making and keeping appointments and monitor this monthly going forward to ensure they receive the proper care and ADL assistance.

Completion Date: 07/21/2021