

Department of Human Services
Bureau of Human Service Licensing

September 21, 2021

[REDACTED], ADMINISTRATOR

RE: COLE MANOR
101 MAPLE STREET
COUDERSPORT, PA, 16915
LICENSE/COCC#: 24263

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 07/20/2021 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: *COLE MANOR* License #: *24263* License Expiration Date: *08/09/2022*
Address: *101 MAPLE STREET, COUDERSPORT, PA 16915*
County: *POTTER* Region: *NORTHEAST*

Administrator

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

Legal Entity

[REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *10/21/1987* Issued By: *L&I*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *19* Waking Staff: *14*

Inspection

Type: *Full* Notice: *Unannounced* BHA Docket #:
Reason: *Renewal* Exit Conference Date: *07/20/2021*

Inspection Dates and Department Representative

07/20/2021 - On-Site: Kristin DeVries

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *30* Residents Served: *19*

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: *19*
Diagnosed with Mental Illness: *1* Diagnosed with Intellectual Disability: *1*
Have Mobility Need: *0* Have Physical Disability: *0*

Inspections / Reviews

07/20/2021 - Full

Lead Inspector: [REDACTED]

Follow-Up Type: *POC Submission*

Follow-Up Date: *09/07/2021*

9/8/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*

Follow-Up Date: *09/15/2021*

9/21/2021 - Document Submission

Lead 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 resident-home contract, dated [REDACTED], for Resident #1 was not signed by the resident, and the resident was not deemed incompetent.

Plan of Correction

Accept

At the time of inspection, 7/20/21, the contract was read in its entirety to Resident #1. The contents of the contract were explained thoroughly, and the Administrator, [REDACTED], answered any questions that Resident #1 asked. See the attached copy of the signed resident home contract. In the future, it will be beneficial to use a New Admission Checklist to ensure all proper documentation is in the resident record. The New Admission Checklist will be used with all new admissions, and the audit sheet can be found in the Quality Management Binder. See attached copy of the New Admission Checklist.

Completion Date: 07/20/2021

Update - 09/08/2021

To complete the 2 Step Plan of Correction Process, (POC), upon Resubmission of the POC, please submit a copy of the "New Admission Checklist" that is actually in use to demonstrate compliance.

Documentation should be sent in the Portal.

[REDACTED] 9-8-21

Document Submission

Implemented

I resubmitted the documentation. It was included in the 2021 Plan of Correction Complete File attached on 9/7/21.

Update - 09/21/2021

document reviewed. [REDACTED], 9-21-21

41e - Signed Statement

1. Requirements

2600.

41.e. A statement signed by the resident and, if applicable, the resident's designated person acknowledging receipt of a copy of the information specified in subsection (d), or documentation of efforts made to obtain signature, shall be kept in the resident's record.

Description of Violation

Resident #1's record did not contain a statement signed by the resident acknowledging receipt of a copy of the resident rights and complaint procedures.

41e - Signed Statement (continued)

Plan of Correction

Accept

At the time of inspection, 7/20/21, the contract was read in its entirety to Resident #1. The contents of the contract were explained thoroughly, and the Administrator, [REDACTED], answered any questions that Resident #1 asked. A list of the Resident Rights is included in the home contract. The resident rights were read to Resident #1 and Morgan Wilson answered any questions that the resident asked. The complaint procedures are also included in the home contract. The complaint procedures were explained thoroughly to Resident #1 and [REDACTED] answered any questions that the resident asked. Resident #1 and [REDACTED] signed the list of resident Rights and the Complaint Procedures to indicate that they were explained to Resident #1 entirely.

Completion Date: 07/20/2021

Update - 09/08/2021

To complete the 2 Step Plan of Correction Process, (POC), upon Resubmission of the POC, please include a notation in the Resident Record to the effect of what is contained on the above POC and send a copy as verification. An accompanying verification from the resident that he/she is in agree would be acceptable. This could be accomplished via verbal means with a witness and an accompanying statement. This copy should also be contained in the Resident Record.

Documentation should be sent in the Portal.

[REDACTED], 9-8-21

Document Submission

Implemented

A copy of the Resident Record documentation is attached as well as copies of the signed Resident Rights and Complaint Procedures. [REDACTED] was a witness to the verbal review with the resident and the resident is in agreeance with the documentation and plan of correction.

Update - 09/21/2021

document reviewed, [REDACTED], 9-21-21