

Department of Human Services
Bureau of Human Service Licensing

November 2, 2021

[REDACTED]
DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS
ONE VETERANS' DRIVE
SPRING CITY, PA 19475

RE: SOUTHEASTERN VETERANS'
CENTER
ONE VETERANS' DRIVE, 4TH FLOOR
SPRING CITY, PA, 19475
LICENSE/COCC#: 13837

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 07/23/2021 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: *SOUTHEASTERN VETERANS' CENTER* License #: *13837* License Expiration Date: *03/27/2022*
Address: *ONE VETERANS' DRIVE, 4TH FLOOR, SPRING CITY, PA 19475*
County: *CHESTER* Region: *SOUTHEAST*

Administrator

Name: [REDACTED] Phone: *6109482569* Email: [REDACTED]

Legal Entity

Name: *DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS*
Address: *ONE VETERANS' DRIVE, SPRING CITY, PA, 19475*
Phone: *6109482569* Email: [REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *05/19/1994* Issued By: *Department of Health*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *35* Waking Staff: *26*

Inspection

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Incident* Exit Conference Date: *07/23/2021*

Inspection Dates and Department Representative

07/23/2021 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *54* Residents Served: *33*

Secured Dementia Care Unit

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

Hospice

Current Residents: *0*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *32*
Diagnosed with Mental Illness: *9* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *2* Have Physical Disability: *0*

Inspections / Reviews

07/23/2021 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *09/09/2021*

Inspections / Reviews (*continued*)

9/13/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *POC Submission*Follow-Up Date: *09/16/2021*

9/30/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*Follow-Up Date: *10/03/2021*

11/2/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

15b - Supervisor Plan

1. Requirements

2600.

- 15.b. If there is an allegation of abuse of a resident involving a home's staff person, the home shall immediately develop and implement a plan of supervision or suspend the staff person involved in the alleged incident.

Description of Violation

On 7/23/21, prior to 9:00 am staff person A, who was on administrative leave was in the building for Resident Right's Training. The home failed to send over a plan of supervision prior to staff person A returning to the building for training purposes.

Plan of Correction

Accept

- 1) Plan of Supervision for Staff Person A was prepared and submitted to agency on 07.23.2021.
- 2) Staff members placed on administrative leave for an alleged abuse investigation will not return from leave until PCHA prepares a Plan of Supervision and it is reviewed and approved by DHS.
- 3) PCHA will communicate and monitor DHS final approval and/or recommendations for plan of supervision to the Human Resource Department who will then facilitate the staff members' ability (or inability) to return to the building.

Completion Date: 09/17/2021

Document Submission

Implemented

Plan of Supervision and Supervisor Approval for employee return

42c - Treatment of Residents

1. Requirements

2600.

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

Description of Violation

On 7/21/21, around 8:30 am, staff person A approached resident #1 in the hallway and stated, "Before purchasing a cold and hot ice pack, you need to have this cleared by me!". Resident #1, stated staff person A's tone was loud and distasteful. Staff person A failed to respect the resident's right to advocate for [REDACTED] regarding [REDACTED] medical concerns with knee pain.

Plan of Correction

Accept

- 1) Staff Person A completed Customer Service in Long Term Care training on 07.23.2021.
- 2) Staff Person A completed Resident Rights training on 07.27.2021.
- 3) Staff Person A completed OAPSA and APS training on 07.27.2021.
- 4) Staff education on resident rights, residents right to advocate for [REDACTED] and resident right to be treated with dignity and respect to be completed by 09.24.2021.

Completion Date: 09/24/2021

Document Submission

Implemented

SEVC Staff Education Sign in Sheets attached
Staff Person A Training Sign in Sheets attached