

Department of Human Services
Bureau of Human Service Licensing

October 13, 2021

[REDACTED], ADMINISTRATOR
[REDACTED]
[REDACTED]
[REDACTED]

RE: SOUTH MOUNTAIN MEMORY CARE
201 SOUTH SEVENTH STREET
EMMAUS, PA, 18049
LICENSE/COC#: 22721

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 08/03/2021, 08/04/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,

[REDACTED]
Human Services Licensing Supervisor

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: *SOUTH MOUNTAIN MEMORY CARE* License #: *22721* License Expiration Date: *09/17/2021*
Address: *201 SOUTH SEVENTH STREET, EMMAUS, PA 18049*
County: *LEHIGH* Region: *NORTHEAST*

Administrator

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

Legal Entity

[REDACTED]

Certificate(s) of Occupancy

Type: *I-1* Date: *02/14/2018* Issued By: *Emmaus Borough*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *50* Waking Staff: *38*

Inspection

Type: *Full* Notice: *Unannounced* BHA Docket #:
Reason: *Renewal* Exit Conference Date: *08/04/2021*

Inspection Dates and Department Representative

08/03/2021 - On-Site: [REDACTED]
08/04/2021 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *28* Residents Served: *25*

Secured Dementia Care Unit

In Home: *Yes* Area: *Entire Home* Capacity: *28* Residents Served: *25*

Hospice

Current Residents: *5*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *25*
Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *25* Have Physical Disability: *0*

Inspections / Reviews

08/03/2021 - Full

Lead Inspector: [REDACTED]

Follow-Up Type: *POC Submission*Follow-Up Date: *09/20/2021*

9/22/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*Follow-Up Date: *10/02/2021*

10/13/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

28e - Death of a Resident

1. Requirements

2600.

28.e. In the event of a death of a resident under 60 years of age, the administrator shall refund the remainder of previously paid charges to the resident's estate within 30 days from the date the room is cleared of the resident's personal property. In the event of a death of a resident 60 years of age and older, the home shall provide a refund in accordance with the Elder Care Payment Restitution Act (35 P. S. § 10226.101—10226.107). The home shall keep documentation of the refund in the resident's record.

Description of Violation

Resident 1 passed away on [REDACTED] at the age of [REDACTED] years old. The family was unable to clean the room out until [REDACTED]. The home refunded the family based upon the date that the room was cleaned out. Resident 1's contract does not differentiate the amount of the monthly bill that is utilized for elder care. According to the Elder Care Payment Restitution Act, Resident 1 should have been refunded from their date of death for payments received unless the contract differentiates the monthly amount between elder care and room and board. The family should have been refunded a prorated rate of the \$6365 monthly bill for 19 days in April but only received a prorated rate for 9 days.

Plan of Correction

Accept

Resident's responsible party/POA was refunded the additional monies owed in order to be compliant with regulation 28.e.

Attached, please find the explanation given to daughter, copy of check issued to daughter and breakdown of funds owed.

Completion Date: 09/20/2021

Update - 09/22/2021

Upon receipt of this plan of correction:

In the event of a death of a resident under 60 years of age, the administrator shall refund the remainder of previously paid charges to the resident's estate within 30 days from the date the room is cleared of the resident's personal property. In the event of a death of a resident 60 years of age and older, the home shall provide a refund in accordance with the Elder Care Payment Restitution Act (35 P.S. §§ 10226.101 – 10226.107). The home shall keep documentation of the refund in the resident's record. 9-22-2021 [REDACTED]

Document Submission

Implemented

This has been implemented.

103g - Storing Food

1. Requirements

2600.

103.g. Food shall be stored in closed or sealed containers.

Description of Violation

There was an uncovered bowl of oatmeal in the kitchen freezer.

Plan of Correction

Accept

Dining regulations were reviewed with Dining Services Director and kitchen staff regarding appropriate and compliant storage of food items. Dining Director will do audits of food storage to ensure ongoing compliance. Education will be provided to staff to ensure they understand the significance of keeping food items stored and labeled properly. Dining Director will report to ED monthly of any results of the audit to ensure standards are being met.

Completion Date: 09/20/2021

103g - Storing Food (continued)

Update - 09/22/2021

Please send/Attach proof of staff training. 9-22-2021

Document Submission

Implemented

Attached, please see proof of staff training for dining staff.

191 - Resident Right to Refuse

1. Requirements

2600.

191. Resident Education - The home shall educate the resident of the right to question or refuse a medication if the resident believes there may be a medication error. Documentation of this resident education shall be kept.

Description of Violation

The records for Resident 2, Resident 3, and Resident 4 did not include documentation that the residents were educated regarding their right to question or refuse medications.

Plan of Correction

Accept

Upon further review, it was determined that the final resident right was left off the page when the contract was rewritten by our legal team. This was an oversight and not intentionally done. This right has been added into the contract and the document saved as a PDF to ensure that all information is included when printing moving forward. In addition to the 3 residents listed above, it was determined that an additional 13 residents were missing this right as part of their contract. It was added to those resident's contracts, residents were educated on their rights and all contracts have been initialed to confirm receipt of education.

Completion Date: 09/20/2021

Document Submission

Implemented

This has been implemented