

Department of Human Services
Bureau of Human Service Licensing

September 27, 2021

[REDACTED]
ARDEN COURTS WARMINSTER OF HATBORO PA LLC
[REDACTED]
[REDACTED]

RE: ARDEN COURTS OF WARMINSTER
779 WEST COUNTY LINE ROAD
HATBORO, PA, 19040
LICENSE/COC#: 12996

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 08/31/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Shawn Parker

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: *ARDEN COURTS OF WARMINSTER* License #: *12996* License Expiration Date: *06/14/2022*
Address: *779 WEST COUNTY LINE ROAD, HATBORO, PA 19040*
County: *BUCKS* Region: *SOUTHEAST*

Administrator

Name: [REDACTED] Phone: *215-957-5182* Email: [REDACTED]

Legal Entity

Name: *ARDEN COURTS WARMINSTER OF HATBORO PA LLC*
Address: *333 NORTH SUMMIT ST, 16TH FLOOR, TOLEDO, OH, 43604*
Phone: *2159575182* Email: [REDACTED]

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: Total Daily Staff: *40* Waking Staff: *30*

Inspection

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Incident* Exit Conference Date: *08/31/2021*

Inspection Dates and Department Representative

08/31/2021 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *60* Residents Served: *20*

Secured Dementia Care Unit

In Home: *Yes* Area: *Entire facility* Capacity: *60* Residents Served: *20*

Hospice

Current Residents: *2*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *20*
Diagnosed with Mental Illness: *10* Diagnosed with Intellectual Disability: *1*
Have Mobility Need: *20* Have Physical Disability: *0*

Inspections / Reviews

08/31/2021 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *09/23/2021*

9/24/2021 - POC Submission

Lead Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *09/27/2021*

9/27/2021 - Document Submission

Lead Reviewer: [REDACTED] Follow-Up Type: *Not Required*

42c - Treatment of Residents

1. Requirements

2600.

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

Description of Violation

On [redacted]/21, a private companion was in the home and witnessed the following interaction between Staff Member A and resident #1.

In the resident common area, Staff Member A asked to take resident #1 to the bathroom. Resident #1 stated "No". Staff Member A responded "I don't feel like taking you anyway. I need to get the hell out of here".

In another occurrence, the private companion witnessed Staff Member A provoking / daring a resident to hit them The private companion states while visiting their loved one, they've witnessed Staff Member A mistreat residents on different occasions. Staff Member A refused to participate in the investigation and was terminated

Plan of Correction

Accept

- [redacted] (Staff Member A) was immediately suspended upon knowledge of the allegation and was terminated on [redacted]/21 for violation of rules and refusing to comply with the investigation (see attached confirmation of termination)
 - A RASP addendum was created for the resident involved to watch for any change in condition. Findings include no change in resident mood and no signs of physical or emotional distress. Families of involved residents were informed and please with course of action.
 - In response to the allegation, staff was immediately in-serviced on 8/26/21 and 8/27/21 by the Executive Director about the signs/ symptoms of abuse, reporting protocol and that residents and staff should always be spoken to with respect and dignity. (See attached Training Collateral and In-Service Attendance Sheets)
 - All employees in-serviced received an additional copy of the employee handbook which outlines the strict consequences for rule violations and resident treatment expectations. No employees objected to the points reviewed and understand that all residents should be treated with dignity and respect.
- *No further issues or complaints of verbal abuse allegations have been reported from staff members, families of residents, residents or private aides.
- Topics of signs/symptoms of abuse, reporting protocol if any type of abuse is suspected and that residents should always be spoken to with respect and dignity will be reviewed by the Executive Director at monthly staff meetings in October through December 2021

Completion Date: 08/27/2021

Document Submission

Implemented

resubmitting documents per request