

Department of Human Services
Bureau of Human Service Licensing

January 24, 2022

[REDACTED]
BH GLEN MILLS MANAGEMENT PA LLC
[REDACTED]
[REDACTED]

RE: MERRILL GARDENS AT GLEN MILLS
52 BALTIMORE PIKE
GLEN MILLS, PA, 19342
LICENSE/COC#: 14670

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 10/18/2021 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: *MERRILL GARDENS AT GLEN MILLS* License #: *14670* License Expiration: *10/16/2022*
Address: *52 BALTIMORE PIKE, GLEN MILLS, PA 19342*
County: *DELAWARE* Region: *SOUTHEAST*

Administrator

Name: [REDACTED] Phone: *6103585220* Email: [REDACTED]

Legal Entity

Name: *BH GLEN MILLS MANAGEMENT PA LLC*
Address: *2100 3RD AVE NORTH, SUITE 600, BIRMINGHAM, AL, 35203*
Phone: *6103585220* Email: [REDACTED]

Certificate(s) of Occupancy

Type: *Other* Date: *11/20/2019* Issued By: *Chester Heights Borough*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *49* Waking Staff: *37*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Incident* Exit Conference Date: *10/18/2021*

Inspection Dates and Department Representative

10/18/2021 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *120* Residents Served: *32*

Secured Dementia Care Unit

In Home: *Yes* Area: *SCDU* Capacity: *20* Residents Served: *15*

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: *0* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *17* Have Physical Disability: *0*

Inspections / Reviews

10/18/2021 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *01/17/2022*

Inspection Dates and Department Representative (*continued*)

01/20/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: *02/01/2022*

15a - Resident Abuse Report

1. Requirements

2600.

15.a. The home shall immediately report suspected abuse of a resident served in the home in accordance with the Older Adult Protective Services Act (35 P. S. § § 10225.701—10225.707) and 6 Pa. Code § 15.21—15.27 (relating to reporting suspected abuse) and comply with the requirements regarding restrictions on staff persons.

Description of Violation

On 10/11/21, staff person A observed staff person B verbally abuse resident 1 while providing care. This incident was reported to staff person C on 10/13/21. However, this allegation of abuse was not reported to the local area agency on aging until directed by the Department on 10/18/21.

Plan of Correction

Accept

The Memory Care Director (Staff member C) is no longer an employee of the community. The new Memory Care Director has been In Serviced regarding the timely inputting of State Reportables. Staff members will be In-serviced regarding the timely method of reporting abuse. Staff members will also be in-serviced regarding the mandatory abuse reporting standard.

The GM or delegate will In-service all future staff members of the same and will audit each personnel file for the next three months.

Completion Date: 01/17/2022

42b - Abuse

1. Requirements

2600.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

Description of Violation

On 10/11/21, resident 1 pressed [REDACTED] call pendant around 4:40 pm and was requesting care from the staff person B to be cleaned up and dressed for [REDACTED] day. [REDACTED] was told by staff person B that [REDACTED] would be returning when staff person A arrived because [REDACTED] is a Two person assist and that [REDACTED] can't handle [REDACTED] care alone safely. The resident was upset because the resident had a bowel movement that needed to be cleaned up in [REDACTED] incontinent underwear and was previously told by an unknown staff person when [REDACTED] previously pushed [REDACTED] call bell at about 9:37 am, that they would return, and they did not return to complete [REDACTED] care. Resident 1 then waited for numerous hours before pressing [REDACTED] call pendant again to ask for assistance with [REDACTED] care. Around 7:30 pm, staff person A and staff person B arrive to clean [REDACTED] and wash [REDACTED] for the day. During [REDACTED] care, staff person B was heard saying "I ain't cleaning this shit up". Staff person B then walked out of the resident's bathroom and left [REDACTED] on the toilet with staff person A who ended up leaving to get Staff person B to return to the room to assist. Resident 1 was left on the toilet for an undetermined amount of time to the point [REDACTED] picked up something in [REDACTED] bathroom and was banging on [REDACTED] wall screaming for someone to come help [REDACTED]. Staff person A and staff person B returned to the room and continued with the care of the resident. As they were trying to get [REDACTED] transferred from the toilet to [REDACTED] chair in [REDACTED] room staff person B then says to the resident, "help me out here I have a bad back". Resident responds and tells the staff person that maybe this isn't the job for [REDACTED].

42b - Abuse (continued)**Plan of Correction****Accept**

Neither staff members A & B are no longer employees of the community.

Staff members will be In serviced regarding the many types of Elder abuse. Staff members will also be in-serviced regarding the mandatory abuse reporting standard.

The GM or delegate will In-service future staff members regarding the different types of resident abuse and the Mandatory Abuse Reporting requirement. and will review each personnel file for the next three months.

Completion Date: 04/17/2022

51 - Criminal Background Check**1. Requirements**

2600.

51. Criminal History Checks - Criminal history checks and hiring policies shall be in accordance with the Older Adult Protective Services Act (35 P. S. § § 10225.101—10225.5102) and 6 Pa. Code Chapter 15 (relating to protective services for older adults).

Description of Violation

Staff person A was hired [REDACTED]; however [REDACTED] criminal background check was not completed until [REDACTED].

Plan of Correction**Accept**

The GM or delegate will review staff files to assure that a timely criminal background check was performed on staff.

The GM or delegate will review new staff member's file for the next three months

Completion Date: 04/17/2022

54a - Direct Care Staff**1. Requirements**

2600.

54.a. Direct care staff persons shall have the following qualifications:

1. Be 18 years of age or older, except as permitted in subsection (b).
2. Have a high school diploma, GED or active registry status on the Pennsylvania nurse aide registry.
3. Be free from a medical condition, including drug or alcohol addiction, that would limit direct care staff persons from providing necessary personal care services with reasonable skill and safety.

Description of Violation

Direct care staff person A, does not have a high school diploma, GED, or active registry status on the Pennsylvania nurse aide registry.

Plan of Correction**Accept**

The Direct Care staff "A" is no longer an employee at the community. The GM or delegate will review staff files to assure that care staff has either a HS diploma, a GED or is a CNA. The GM or delegate will review new care staff member's file for the next three months

Completion Date: 04/17/2022