

Department of Human Services
Bureau of Human Service Licensing

May 12, 2022

[REDACTED]
MILLCREEK MANOR
[REDACTED]
[REDACTED]

RE: PARKSIDE SUITES/PARKSIDE AT
NORTH EAST
2 GIBSON STREET
NORTH EAST, PA, 16428
LICENSE/COC#: 44656

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 12/15/2021, 12/16/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Suzy Quinn

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: *PARKSIDE SUITES/PARKSIDE AT NORTH EAST* License #: *44656* License Expiration: *11/03/2022*
Address: *2 GIBSON STREET, NORTH EAST, PA 16428*
County: *ERIE* Region: *WESTERN*

Administrator

Name: [REDACTED] Phone: *8149694800* Email: [REDACTED]

Legal Entity

Name: *MILLCREEK MANOR*
Address: *5535 PEACH STREET, ERIE, PA, 16509*
Phone: *8148444295* Email: [REDACTED]

Certificate(s) of Occupancy

Type: *Other* Date: *10/18/1989* Issued By: *Dept. of Labor & Industry*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *61* Waking Staff: *46*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Complaint* Exit Conference Date: *12/16/2021*

Inspection Dates and Department Representative

12/15/2021 - On-Site: [REDACTED]
12/16/2021 - Off-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *70* Residents Served: *40*

Secured Dementia Care Unit

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

Hospice

Current Residents: *8*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *38*
Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *2*
Have Mobility Need: *21* Have Physical Disability: *0*

Inspections / Reviews

12/15/2021 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *01/13/2022*

Inspections / Reviews (*continued*)

01/20/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *POC Submission*Follow-Up Date: *01/27/2022*

03/11/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*Follow-Up Date: *03/27/2022*

05/12/2022 - Document Submission

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

23a - Activities of Daily Living Assistance

1. Requirements

2600.

23.a. A home shall provide each resident with assistance with ADLs as indicated in the resident’s assessment and support plan.

Description of Violation

The assessment and support plan, dated [REDACTED] for resident #1 indicates the resident requires daily assistance with wearing bilateral hearing aids. However, on 12/15/21 the resident did not receive this assistance as required. Multiple staff interviews indicate resident #1's hearing aids are kept on a charger in the locked medication room and are provided to the resident only when [REDACTED] has a visitor.

The assessment and support plan, dated [REDACTED], for resident #1 indicates the resident requires total assistance managing and securing healthcare and making and keeping appointments. In November 2021, resident #1's family observed [REDACTED] toenails and described them as claws and requested they be cut. However, the resident did not receive this assistance as required.

Plan of Correction

Directed

All residents of the North unit will be monitored 5 days out of 7 days for 30 days to make sure that we offer hearing aids to the resident that needs assistance with hearing aids per their assessment and support plan. After the 30 days we will do once a month audit.

Directed:

By 3/26/22 and at least monthly thereafter, the administrator shall meet with all direct care staff and review the needs of each resident for whom the staff provides direct care, as indicated in the RASP, to ensure all resident's needs are met. Reviews shall be done with all new hires prior to performing direct care, and all direct care staff within 24 hours of any significant change RASPs. Documentation of reviews shall be kept.

S.Q 3/11/22

Completion Date: 01/24/2022

Document Submission

Implemented

Please see attachment. [REDACTED] will also email to [REDACTED]

227d - Support Plan Medical/Dental

1. Requirements

2600.

227.d. Each home shall document in the resident’s support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident’s physician, physician’s assistant or certified registered nurse practitioner, determine the necessity of these services. This requirement does not require a home to pay for the cost of these medical and behavioral care services.

Description of Violation

On [REDACTED], resident #1 began receiving hospice services. However, [REDACTED] support plan, dated [REDACTED] does not in indicate receipt these services, frequency of visits or what services are provided.

Plan of Correction

Directed

All residents that need total assistance managing and securing healthcare and making and keeping appointments which is indicated in their assessment and support plan, will have assistance making their appointment. We will

227d - Support Plan Medical/Dental (continued)

monitor 5 out of 7 days for 30 days. After the 30th day we will do once a month audit.

Directed:

By 3/18/22, resident #1's RASP shall be updated to reflect Hospice services.

S.Q. 3/11/22

Directed:

By 3/26/22, the administrator or designated staff person shall audit all resident support plans to ensure they are complete, accurate and indicate the care and services provided to the resident. Any missing, outdated or inaccurate information discovered shall immediately be updated. Documentation shall be kept.

S.Q 3/11/22

Completion Date: 01/24/2022

Document Submission

Implemented

Please see attachment. [REDACTED] will also email it to [REDACTED]