

Department of Human Services
Bureau of Human Service Licensing

February 25, 2022

[REDACTED]
WEST HAVEN MANOR LP
153 GOODVIEW DRIVE
[REDACTED]
APOLLO, PA, 15613

RE: QUALITY LIFE SERVICES - APOLLO
153 GOODVIEW DRIVE
APOLLO, PA, 15613
LICENSE/COC#: 44238

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/20/2022 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Janine Wenzig

Enclosure
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

Department of Human Services
Bureau of Human Service Licensing

February 7, 2022

[REDACTED]
WEST HAVEN MANOR LP
153 GOODVIEW DRIVE
[REDACTED]
APOLLO, PA, 15613

RE: QUALITY LIFE SERVICES - APOLLO
153 GOODVIEW DRIVE
APOLLO, PA, 15613
LICENSE/COCC#: 44238

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing licensing inspections on 01/20/2022 of the above facility, the citations specified on the enclosed Licensing Inspection Summary (LIS) were found.

We have determined that your plan of correction is: Acceptable

All citations specified on the plan of correction must be corrected by the dates specified on the License Inspection Summary (violation report) and continued compliance with Department statutes and regulations must be maintained.

Sincerely,
Janine Wenzig

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: *QUALITY LIFE SERVICES - APOLLO* License #: *44238* License Expiration: *02/27/2022*
Address: *153 GOODVIEW DRIVE, APOLLO, PA 15613*
County: *WESTMORELAND* Region: *WESTERN*

Administrator

Name: [REDACTED] Phone: *7247273102* Email: [REDACTED]

Legal Entity

Name: *WEST HAVEN MANOR LP*
Address: *153 GOODVIEW DRIVE, [REDACTED] APOLLO, PA, 15613*
Phone: *7247273102* Email: *[REDACTED]*

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *08/13/2001* Issued By: *L & I*

Staffing Hours

Resident Support Staff: Total Daily Staff: *54* Waking Staff: *41*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Complaint* Exit Conference Date: *01/20/2022*

Inspection Dates and Department Representative

01/20/2022 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *80* Residents Served: *37*

Secured Dementia Care Unit

In Home: *Yes* Area: *1st floor* Capacity: *29* Residents Served: *15*

Hospice

Current Residents: *4*

Number of Residents Who:

Receive Supplemental Security Income: *2* Are 60 Years of Age or Older: *36*
Diagnosed with Mental Illness: *4* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *17* Have Physical Disability: *1*

Inspections / Reviews

01/20/2022 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *02/07/2022*

Inspections / Reviews (*continued*)

02/07/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: *02/10/2022*

02/25/2022 - Document Submission

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 1/7/22, resident #1 reported to staff person A, [REDACTED], that staff person B did not return a lottery ticket which [REDACTED] had given to the staff person for safe keeping on 1/5/22. However, the home did not immediately develop and implement a plan of supervision or suspend staff person B. Staff person B worked in the home unsupervised on 1/8, 1/9, 1/10, 1/12, 1/13, 1/14, 1/17 and 1/18/22.

Plan of Correction

Accept

1. 2600 15.b. If there is an allegation of abuse of a resident involving a home's staff personal, the home shall immediately develop and implement a plan of supervision or suspend the staff personal involved in the alleged incident.

- Employee who allegedly stole the resident's lottery was suspended and a full investigation was conducted. The allegation was unsubstantiated and the employee was given written education and returned to work.
- The social worker met with the resident to ensure [REDACTED] was not having negative effectives from the incident.
- Education was provided by the Personal Care Home Administrator by the Clinical Director on the importance of following policy and suspending investigation immediately when any allegation is made.
- Interviews will be conducted by the PCA or designee with 2 residents a week for 4 to identify any other similar concerns from residents. Any concerns will be fully investigated.
- The results of the audit will be recorded and reviewed in the monthly Quality Assurance Meeting.

Document Submission

Implemented

Documentation Previously submitted.

251b - Record Entries Legible

1. Requirements

2600.

251.b. The entries in a resident's record must be permanent, legible, dated and signed by the staff person making the entry.

Description of Violation

There was correction fluid used on the date next to the medical professionals's signature on resident #1's medical evaluation, dated [REDACTED]

Plan of Correction

Accept

2. 2600 251.b. The entries in a resident's record must be permanent, legible, dated and signed by the staff person making the entry.

- Resident #1 medical evaluation was immediately redone per regulations
- Education provided to PCA by the Clinical Director on the importance of filling out the resident's medication evaluation per regulation, specifically no white out is permitted.
- An Audit will be performed by PCA or designee on the random 10% of the resident's charts to ensure the deficient was not duplicated. Any medical evaluation found with white out will be redone.
- An Audit will be conducted by the PCA or designee on all admissions for the next 30 days to ensure the medical evaluation is completed per regulation.

251b - Record Entries Legible (continued)

- Results of the audits will be recorded and reviewed in the monthly Quality Assurance Meeting.

Document Submission***Implemented****Documentation Previously submitted.*