

Department of Human Services
Bureau of Human Service Licensing

February 10, 2022

[REDACTED]
LAFHEY HEALTH CARE SERVICES LLC
[REDACTED]

RE: VICTORIA MANOR PERSONAL CARE
HOME
100 ROSE COURT
OAKDALE, PA, 15071
LICENSE/COCC#: 44642

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing licensing inspections on 01/25/2022 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,
Larry Mazza

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: *VICTORIA MANOR PERSONAL CARE HOME* License #: *44642* License Expiration: *05/10/2022*
Address: *100 ROSE COURT, OAKDALE, PA 15071*
County: *ALLEGHENY* Region: *WESTERN*

Administrator

Name: [REDACTED] Phone: *7246938325* Email: [REDACTED]

Legal Entity

Name: *LAFFEY HEALTH CARE SERVICES LLC*
Address: *801 ELM SPRING ROAD, PITTSBURGH, PA, 15243*
Phone: *7246938325* Email: [REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *09/17/1977* Issued By: *L&I*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *26* Waking Staff: *20*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Complaint, Monitoring* Exit Conference Date: *01/26/2022*

Inspection Dates and Department Representative

01/25/2022 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *38* Residents Served: *22*

Secured Dementia Care Unit

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

Hospice

Current Residents: *1*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *22*
Diagnosed with Mental Illness: *1* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *4* Have Physical Disability: *0*

Inspections / Reviews

01/25/2022 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *02/03/2022*

Inspections / Reviews (*continued*)

02/04/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *POC Submission*

Follow-Up Date: *02/09/2022*

02/10/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*

Follow-Up Date: *02/17/2022*

5a1 - DHS Access

1. Requirements

2600.

5.a. The administrator or a designee shall provide, upon request, immediate access to the home, the residents and records to:

1. Agents of the Department.

Description of Violation

On the morning of 1/25/22, an agent of the Department requested financial records for resident #1; however, the financial records were not available in the home and not provided to the Department on the day of inspection.

Plan of Correction**Directed**

Financial records are kept in the building of all checks written by residents. They are not kept in the residents binder they are kept in a financial binder and the designee did not know that was needed because [REDACTED] was just asked for the refund check documentation that was not in the building but the other financial records were available during the inspection. On 2/1/22 a binder was created in the home to make sure all financial records of any refunds are kept in the building to show if a resident is giving a refund. Between both binders All the documentation is now in the building to show all financial records from beginning to end of a residents stay to show proof of all financial records of a resident. (DIRECTED: Within 7 calendar days of receipt of the plan of correction: All designees shall be educated on the location of the financial binder. LM 2/10/22

The check was written on 12/3/21 (attached) for resident #1 and that copy of the check and receipt are in the binder.

Training: Administrator and designee were educated by the 2600 28 a-j and 2600 25-a-h regulations of financial records during a meeting they had together on 2/1/22 and what the requirement are for keeping residents financial records available for DHS to see at all times.

Moving forward Administrator will refund a check within 30 days and have documentation to prove all refunds that are needed or have proper documentation to prove one was not needed. This will be checked weekly by the Administrator or designee. A

Completion Date: 02/09/2022

25b - Contract Signatures

1. Requirements

2600.

25.b. The contract shall be signed by the administrator or a designee, the resident and the payer, if different from the resident, and cosigned by the resident's designated person if any, if the resident agrees.

Description of Violation

The resident-home contract for resident #3, dated [REDACTED] is not signed by the resident.

Plan of Correction**Accept**

Resident # 3 is no longer in the building. So the contract could not be fixed.

Training: Administrator and designee were educated by the 2600 28 a-j and 2600 25-a-h regulations of financial records during a meeting they had together on 2/1/22 and what the requirement are for keeping residents financial records available for DHS to see at all times. Especially on 25b that states if a resident is unable to sign which resident #3 was unable to use his hands A notion must made indicating the resident was given the opportunity to sign.

Moving forward all contracts will be audited by 2/10/22 to ensure all residents contracts were signed or documented to show proof the resident was given the opportunity to sign. The Administrator or designee will check weekly to

25b - Contract Signatures (continued)

make sure all contracts are signed and filled out correctly. And twice a year an audit will be done on all binders.

Completion Date: 02/09/2022

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 resident #1's date of death; however, a refund of \$2,400 for previously-paid charges was not sent to resident #1's estate until the end of November, 2021.

Plan of Correction**Accept**

Financial records are kept in the building of all checks written by residents. This was available during the inspection. On 2/1/22 a binder was created in the home to make sure all financial records of any refunds are kept in the building to show if a resident is giving a refund. Between both binders All the documentation is now in the building to show all financial records from beginning to end of a residents stay to show proof of all financial records of a resident.

The check was written on 12/3/21 (attached) for resident #1 and that copy of the check and receipt are in the binder. Training: Administrator and designee were educated by the 2600 28 a-j and 2600 25-a-h regulations of financial records during a meeting they had together on 2/1/22 and what the requirement are for keeping residents financial records available for DHS to see at all times.

Moving forward Administrator will refund a check within 30 days and have documentation to prove all refunds that are needed or have proper documentation to prove one was not needed. This will be checked weekly by the Administrator or designee.

Completion Date: 02/09/2022

42k - Resident Record**1. Requirements**

2600.

42.k. A resident and the resident's designated person, and other individuals upon the resident's written approval shall have the right to access, review and request corrections to the resident's record.

Description of Violation

On 10/11/21, resident #4's designated person left a voicemail at the home requesting access to resident #4's records; however, as of 1/25/22, the designated person has not received access to resident #4's records.

Plan of Correction**Accept**

The old designee that is no longer employed told the new designee [REDACTED] sent out the records so the new designee was not aware. The records were sent to resident #4 family on 2/3/22 a receipt from the post office (attached).

Training: Administrator and designee were educated by the 2600 42k and 251 e on 2/1/22 and what the

42k - Resident Record (continued)

requirement are for Having residents records available to residents and residents designated person. That records are to be made available during regular business hours.

Moving forward Administrator or designee will ensure that resident records are available to residents and their designated person and documentation of all conversations and signatures of resident or designated person will be obtained and kept to show proof of all contacts made to ensure residents or designated persons have access to documents asked for. Administrator and designee will check weekly that the documentation log is kept and written in.

Completion Date: 02/09/2022