

Department of Human Services
Bureau of Human Service Licensing

February 25, 2022

[REDACTED]
CSW ARBOUR SQUARE III PLYMOUTH MEETING LP
[REDACTED]
[REDACTED]

RE: THE PINNACLE AT PLYMOUTH
MEETING
215 PLYMOUTH ROAD
PLYMOUTH MEETING, PA, 19462
LICENSE/COC#: 14720

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing licensing inspections on 02/03/2022, 02/04/2022 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,
Claire Mendez

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: *THE PINNACLE AT PLYMOUTH MEETING* License #: 14720 License Expiration: 10/08/2022
Address: 215 PLYMOUTH ROAD, PLYMOUTH MEETING, PA 19462
County: MONTGOMERY Region: SOUTHEAST

Administrator

Name: [REDACTED] Phone: 610-292-3030 Email: [REDACTED]

Legal Entity

Name: CSW ARBOUR SQUARE III PLYMOUTH MEETING LP
Address: 1938 FAIRVIEW AVE E, SUITE 300, MERRILL GARDENS LLC, SEATTLE, WA, 98102
Phone: 6102923030 Email: [REDACTED]

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 41 Waking Staff: 31

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Incident* Exit Conference Date: 02/03/2022

Inspection Dates and Department Representative

02/03/2022 - On-Site: [REDACTED]

02/04/2022 - Off-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 138 Residents Served: 33

Secured Dementia Care Unit

In Home: Yes Area: *The Gardens* Capacity: 19 Residents Served: 6

Hospice

Current Residents: x

Number of Residents Who:

Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 33
Diagnosed with Mental Illness: 25 Diagnosed with Intellectual Disability: 0
Have Mobility Need: 8 Have Physical Disability: 2

Inspections / Reviews

02/03/2022 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: 02/25/2022

Inspections / Reviews (*continued*)

02/25/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: 03/11/2022

42c - Treatment of Residents

1. Requirements

2600.

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

Description of Violation

On 12/26/2021, staff A was assisting resident #1 with showering. When resident #1 requested assistance in a particular manner, staff A told resident #1 that she/he already knew how to give a shower. Later that day, staff A brought resident #1's laundry into the apartment and placed the laundry baskets in the middle of the resident's living room, which caused an obstacle for the resident with a walker to navigate around. Resident #1 pointed to a better location for the baskets: the tall white hamper against the wall at the entrance of [REDACTED] apartment and the small green basket on [REDACTED] bed. Staff A told the resident to "place the basket yourself" and proceeded to throw the green basket against the TV stand in front of the couch in the living room, saying that [REDACTED] was not [REDACTED] maid, and then stomped out of the room, slamming the door shut. Later, the resident tried speaking to Staff A explaining that [REDACTED] did not intend to offend the staff. Staff A told resident #1 not to speak to [REDACTED] that way again and stomped out.

Plan of Correction**Accept**

Regarding violation of 2600.42c. A resident shall be treated with dignity and respect, upon receipt of this complaint from resident and [REDACTED] on January 6, 2022, the community initiated an internal investigation. The alleged team member was out of the community from the time the complaint was received and was placed on administrative leave prior to the conclusion of the team member's time off. The team member was subsequently terminated from employment at the community and did not return since the complaint was issued. All team members will receive additional inservice training prior to 3/10/2022 regarding resident's rights. Reviewing resident's rights will be part of all Town Hall agendas moving forward, in addition to the initial training and annual training.

Completion Date: 03/10/2022

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 A was hired on [REDACTED]; however, the criminal background check was not obtained by the home until 11/15/2021.

Plan of Correction**Accept**

Regarding violation of 2600.51, Criminal History checks, all employee files have been audited for compliance with the policy of obtaining criminal history check prior to employment. New Business Office Director has been trained on policies and regulations pertaining to obtaining criminal background check before hire and reviewing said background checks for prohibitive offenses and will ensure compliance. All new hire files will be reviewed by both the Business Office Director and the hiring manager and/or General Manager to ensure required documentation is complete.

Completion Date: 02/25/2022

54a - Direct Care Staff

1. Requirements

2600.

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

- 2. Have a high school diploma, GED or active registry status on the Pennsylvania nurse aide registry.

Description of Violation

The home does not have a high school diploma, GED, or active registry status on the Pennsylvania nurse aide registry on file for staff A.

Plan of Correction

Accept

Regarding violation 2600.54.a Direct Care Staff persons shall have a high school diploma, GED or active registry status on the Pennsylvania nurse aid registry, the team member's file did not have the high school diploma. All team member files have been audited for documentation. New Business Office Director has been trained on policies and regulations pertaining to obtaining documentation of high school diploma, GED or active Pennsylvania Nurse aid registry prior to hire and will ensure compliance. All new hire files will be reviewed by both the Business Office Director and the hiring manager and/or General Manager to ensure required documentation is complete.

Completion Date: 02/25/2022

65d - Initial Direct Care Training

1. Requirements

2600.

65.d. Direct care staff persons hired after April 24, 2006, may not provide unsupervised ADL services until completion of the following:

- 2. Successful completion and passing the Department-approved direct care training course and passing of the competency test.

Description of Violation

The home does not have the certificate of completion/passing of the Department-approved direct care training course on file for direct care staff person A, hired on [REDACTED].

Plan of Correction

Accept

Regarding violation of 2600.65.d Initial Direct Care training, team member's file did not contain documentation of the Department-approved direct care training course and passing of competency test. All team member files have been audited for documentation. New Business Office Director has been trained on policies and regulations pertaining to direct care staff completing the Department-approved direct care training course and passing of competency and will ensure compliance. All new hire files will be reviewed by both the Business Office Director and the hiring manager and/or General Manager to ensure required documentation is complete.

Completion Date: 02/25/2022