

Department of Human Services
Bureau of Human Service Licensing

April 25, 2022

[REDACTED]
TWINING RETIREMENT COMMUNITY LLC
[REDACTED]
[REDACTED]

RE: HOLLAND SENIOR LIVING
COMMUNITY
1400 OLD JORDAN ROAD
HOLLAND, PA, 18966
LICENSE/COC#: 14657

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 02/09/2022, 02/14/2022, 02/15/2022, 03/04/2022, 03/07/2022, 03/16/2022, 03/23/2022 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: *HOLLAND SENIOR LIVING COMMUNITY* License #: *14657* License Expiration: *08/30/2022*
Address: *1400 OLD JORDAN ROAD, HOLLAND, PA 18966*
County: *BUCKS* Region: *SOUTHEAST*

Administrator

Name: [REDACTED] Phone: *215-322-6100* Email: [REDACTED]

Legal Entity

Name: *TWINING RETIREMENT COMMUNITY LLC*
Address: *1800 ROCKAWAY AVENUE, HEWLETT, NY, 11557*
Phone: *2153226100* Email: [REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *03/13/1989* Issued By: *CWOPA L&I*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *87* Waking Staff: *65*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Incident* Exit Conference Date: *03/23/2022*

Inspection Dates and Department Representative

02/09/2022 - Off-Site: [REDACTED]
02/14/2022 - Off-Site: [REDACTED]
02/15/2022 - Off-Site: [REDACTED]
03/04/2022 - Off-Site: [REDACTED]
03/07/2022 - Off-Site: [REDACTED]
03/16/2022 - Off-Site: [REDACTED]
03/23/2022 - Off-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 152

Residents Served: 57

Secured Dementia Care Unit

In Home: Yes

Area: *sdu*

Capacity: 27

Residents Served: 10

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 56

Diagnosed with Mental Illness: 1

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 30

Have Physical Disability: 1

Inspections / Reviews

03/09/2022 - Partial

Lead Inspector: [REDACTED]

Follow-Up Type: *POC Submission*

Follow-Up Date: *04/11/2022*

04/06/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*

Follow-Up Date: *04/09/2022*

04/25/2022 - Document Submission

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

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

Staff person A stole resident 1's debit card from the resident's purse in [redacted] room. Staff person A then activated the Debit Card using resident 1's information and began to withdraw cash transactions at a convenience store located in Philadelphia from the resident's bank account.

Plan of Correction

Accept

Staff Member A was immediately removed from the schedule pending investigation. Staff Member A was terminated during investigation.

Staff member A was found guilty of theft upon completion of investigation.

Staff was educated on the definitions and types of abuse, what to look for - suspicions and reporting to management. Ongoing education to all staff members will be taken place annually to help eliminate any confusion the staff may have and provide that important reminder of the severity of abuse / neglect.

Completion Date: 04/06/2022

Document Submission

Implemented

Staff Member A was immediately removed from the schedule pending investigation. Staff Member A was terminated during investigation.

Staff member A was found guilty of theft upon completion of investigation.

Staff was educated on the definitions and types of abuse, what to look for - suspicions and reporting to management. Ongoing education to all staff members will be taken place annually to help eliminate any confusion the staff may have and provide that important reminder of the severity of abuse / neglect.

42s - Privacy

1. Requirements

2600.

42.s. A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures.

Description of Violation

Staff person A stole resident 1's debit card from the resident's purse in [redacted] room.

Plan of Correction

Accept

Staff reminded of privacy rights of self and possessions. The right to have a credit card in the home without fear of having someone taking or using it. Inservice completed as attached.

Ongoing education will take place annually.

Completion Date: 04/06/2022

42s - Privacy (continued)**Document Submission*****Implemented***

Staff reminded of privacy rights of self and possessions. The right to have a credit card in the home without fear of having someone taking or using it. Inservice completed as attached.

Ongoing education will take place annually.