

Department of Human Services  
Bureau of Human Service Licensing

June 22, 2022

[REDACTED]

ELAN GARDENS INC  
465 VENARD ROAD  
CLARKS SUMMIT, PA, 18411

RE: ELAN GARDENS  
465 VENARD ROAD  
CLARKS SUMMIT, PA, 18411  
LICENSE/COC#: 24375

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 03/31/2022 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,  
Anne Graziano

Enclosure  
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

Department of Human Services  
Bureau of Human Service Licensing  
**LICENSING INSPECTION SUMMARY**

**Facility Information**

Name: *ELAN GARDENS* License #: *24375* License Expiration: *06/03/2023*  
Address: *465 VENARD ROAD, CLARKS SUMMIT, PA 18411*  
County: *LACKAWANNA* Region: *NORTHEAST*

**Administrator**

Name: [REDACTED] Phone: *5705854400* Email: [REDACTED]

**Legal Entity**

Name: *ELAN GARDENS INC*  
Address: *465 VENARD ROAD, CLARKS SUMMIT, PA, 18411*  
Phone: *5705854400* Email: [REDACTED]

**Certificate(s) of Occupancy**

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *40* Waking Staff: *30*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
Reason: *Complaint* Exit Conference Date: *03/31/2022*

**Inspection Dates and Department Representative**

03/31/2022 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: *75* Residents Served: *40*

**Secured Dementia Care Unit**

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

**Hospice**

Current Residents: *0*

**Number of Residents Who:**

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *40*  
Diagnosed with Mental Illness: *2* Diagnosed with Intellectual Disability: *0*  
Have Mobility Need: *0* Have Physical Disability: *0*

**Inspections / Reviews**

**03/31/2022 - Partial**

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *05/15/2022*

Inspections / Reviews (*continued*)

05/24/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: *05/31/2022*

06/22/2022 - Document Submission

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

## 42c - Treatment of Residents

## 1. Requirements

2600.

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

**Description of Violation**

*On 3/10/22 direct care staff members A, B & C had a disagreement about Resident #1's care needs in front of the resident. The disagreement got loud and upset Resident #1. The staff members did not treat resident #1 with dignity and respect.*

**Plan of Correction****Accept**

*Administration was notified of the disagreement shortly after the occurrence. The disagreement was regarding proper catheter placement versus resident preference of catheter placement. Staff involved in the conversation were immediately counseled and instructed to remove themselves from a resident's presence while having certain discussions relating to care needs. Staff were directed to seek out the instruction of the Wellness Coordinator, should care questions arise that are not addressed in the resident's RASP. Following staff consultations, the Executive Director spoke with the alert and oriented resident. The resident, who never reported or complained about the disagreement, told the Executive Director that [REDACTED] was not bothered by the conversation held by the staff that day. The two aides involved in the conversation later visited with the resident and apologized for having the conversation in [REDACTED] presence. The aides reported to the Executive Director that the resident stated that [REDACTED] was not upset by the conversation. In days following the occurrence, resident did not verbalize any other concerns, nor exhibit any indication that would signify a negative psychosocial impact. Additionally, at no time did the resident state that [REDACTED] rights or dignity have been violated by witness of this staff interaction.*

*The resident was receiving hospice services and had passed away 11 days prior to DHS's onsite arrival. Therefore, interview of the resident was not conducted by onsite DHS licensing representative for a first-hand account of resident's reaction to the occurrence.*

*Staff involved had immediately been counseled on 3/10/22 to remove themselves from the presence of residents if they have a disagreement that needs to be discussed. All other staff were in-serviced on resident rights, including dignity and respect of residents, in April 2022. Staff and residents have been re-educated in regard to Elan Gardens' grievance program; We Care. The We Care program allows any individual, resident, staff, or family, to voice concerns. Written informational material has been distributed and signage hangs throughout the facility. Administration will continue to use this program to monitor for any related concerns. Ultimately, the Executive Director is responsible to ensure ongoing compliance.*

**Completion Date:** 05/07/2022**Update:** 05/24/2022

*please submit a copy of the resident rights dignity and respect training material in Step 2.*

AG, 5-24-22

**Document Submission****Implemented**

*please submit a copy of the resident rights dignity and respect training material in Step 2.*

AG, 5-24-22