

Department of Human Services
Bureau of Human Service Licensing

June 16, 2022

[REDACTED]
LCB CHADDS FORD LLC
[REDACTED]
[REDACTED]

RE: THE RESIDENCE AT CHADDS FORD
1778 WILMINGTON PIKE
GLEN MILLS, PA, 19342
LICENSE/COC#: 14536

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 04/12/2022 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
[REDACTED]

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 RESIDENCE AT CHADDS FORD* License #: 14536 License Expiration: 12/06/2022
Address: 1778 WILMINGTON PIKE, GLEN MILLS, PA 19342
County: DELAWARE Region: SOUTHEAST

Administrator

Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED]

Legal Entity

Name: LCB CHADDS FORD LLC
Address: [REDACTED]
Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: 1 Date: 10/08/2019 Issued By: Chads Ford Township

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 53 Waking Staff: 40

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Complaint Exit Conference Date: 04/12/2022

Inspection Dates and Department Representative

04/12/2022 On Site [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 108 Residents Served: 51

Secured Dementia Care Unit

In Home: Yes Area: Reflections Capacity: 24 Residents Served: 11

Hospice

Current Residents: 1

Number of Residents Who:

Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 51
Diagnosed with Mental Illness: 1 Diagnosed with Intellectual Disability: 0
Have Mobility Need: 2 Have Physical Disability: 0

Inspections / Reviews

04/12/2022 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 05/08/2022

Inspections / Reviews (*continued*)

05/18/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *POC Submission*Follow-Up Date: *05/21/2022*

05/27/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*Follow-Up Date: *05/30/2022*

06/16/2022 - Document Submission

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

16c - Written Incident Report

1. Requirements

2600.

16.c. The home shall report the incident or condition to the Department’s personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in § 2600.15 (relating to abuse reporting covered by law).

Description of Violation

On [REDACTED] 22, emergency services were called to the home due to staff not being able to wake up resident #1. The resident was transferred to the hospital by emergency services. The home did not report this incident to the Department.

Plan of Correction

Accept

On [REDACTED] 2022, emergency services were called to the home due to staff not being able to wake up resident #1. The resident was transferred to the hospital by emergency services. Th home did not report this incident to the Department.

Immediate Response: The circumstanced surrounded the call to 911 were reviewed and as stated in the Description of the Violation, 911 was called due to the resident not responding when [REDACTED] name was called. The nurse applied a sternal rub, and the resident aroused and began to speak. The resident reported that [REDACTED] did not feel well [REDACTED] and she wanted to go to the hospital. 911 was called and the resident was taken to the Emergency Room. The resident returned a few hours later with not change in orders, with a diagnosis of [REDACTED].

Route cause/investigation: The RCG was interpreted by the community associates differently than the department nterpreted it.

Prevention of future occurrence: The Resident Care Director and the Executive Director reviewed the RCG. A report will be submitted by within 24 hours by the Resident Care Director, Executive Director or Designee to the department for any resident found to be unresponsive from this point going forward.

Document Submission

Implemented

On [REDACTED]/2022, emergency services were called to the home due to staff not being able to wake up resident #1. The resident was transferred to the hospital by emergency services. Th home did not report this incident to the Department.

Immediate Response: The circumstanced surrounded the call to 911 were reviewed and as stated in the Description of the Violation, 911 was called due to the resident not responding when [REDACTED] name was called. The nurse applied a sternal rub, and the resident aroused and began to speak. The resident reported that [REDACTED] did not feel well [REDACTED] and she wanted to go to the hospital. 911 was called and the resident was taken to the Emergency Room. The resident returned a few hours later with not change in orders, with a diagnosis of [REDACTED].

Route cause/investigation: The RCG was interpreted by the community associates differently than the department nterpreted it.

Prevention of future occurrence: The Resident Care Director and the Executive Director reviewed the RCG. A report will be submitted by within 24 hours by the Resident Care Director, Executive Director or Designee to the

16c - Written Incident Report (continued)

department for any resident found to be unresponsive from this point going forward.

23b - Instrumental Activities of Daily Living Assistance**1. Requirements**

2600.

23.b. A home shall provide each resident with assistance with IADLs as indicated in the resident's assessment and support plan.

Description of Violation

The assessment and support plan for resident #2, dated [REDACTED]/22, indicates the resident requires assistance with verbal prompts when eating. On [REDACTED] 22, the resident did not receive the required assistance to ensure the resident ate [REDACTED] meal sufficiently. The Department representative observed the lack of prompting during lunch in the dining room of the memory care unit.

Plan of Correction**Accept**

Immediate response: Staffing ratios were immediately assessed. There were 11 residents residing in the memory care neighborhood at the time of the survey. There are two resident care associates assigned to the memory care neighborhood on each of the three shifts. The staffing on each day and the day of the survey allowed for 2.9 hours or each resident, with the staffing guideline being 2 hours per resident. There are no residents that require physical assistance to eat. The resident care associates split their time between those residents that need verbal cuing.

Route cause/investigation: There was not a route cause identified, as staffing ratios were exceeded per regulatory guidelines, residents were all served and ate adequately at the mealtime. There is a change being made to the staffing pattern to have a medication technician assigned just to the memory care neighborhood.

Prevention of future occurrence: The staffing pattern is changing to have a medication technician assigned just to the memory care neighborhood. This will provide another associate to assist at mealtime.

The Resident Care Director is responsible for facilitating this staffing change. The staffing change will be in affect by May 20, 2022.

Document Submission**Implemented**

Immediate response: Staffing ratios were immediately assessed. There were 11 residents residing in the memory care neighborhood at the time of the survey. There are two resident care associates assigned to the memory care neighborhood on each of the three shifts. The staffing on each day and the day of the survey allowed for 2.9 hours for each resident, with the staffing guideline being 2 hours per resident. There are no residents that require physical assistance to eat. The resident care associates split their time between those residents that need verbal cuing.

Route cause/investigation: There was not a route cause identified, as staffing ratios were exceeded per regulatory guidelines, residents were all served and ate adequately at the mealtime. There is a change being made to the staffing pattern to have a medication technician assigned just to the memory care neighborhood.

Prevention of future occurrence: The staffing pattern is changing to have a medication technician assigned just to

23b - Instrumental Activities of Daily Living Assistance (continued)

the memory care neighborhood. This will provide another associate to assist at mealtime.

The Resident Care Director is responsible for facilitating this staffing change. The staffing change will be in affect by May 20, 2022.

162c - Menus Posted**1. Requirements**

2600.

162.c. Menus, stating the specific food being served at each meal, shall be prepared for 1 week in advance and shall be followed. Weekly menus shall be posted 1 week in advance in a conspicuous and public place in the home.

Description of Violation

The home's menu for the week of 4/11/22 was not posted in the memory support area of the home.

Plan of Correction**Accept**

Immediate response: The restaurant menu was immediately placed in the dining area of the memory care neighborhood. The daily special was placed in a display frame on the counter separating the memory care kitchen from the dining room.

Route cause/investigation: The residents tend to remove the restaurant menu from the dining room. The daily specials were previously not posted.

Prevention of future occurrence: The auditing for the presence of the menu in the memory care dining room has been added to the First Impressions Checklist that is completed daily by the department manager assigned. Please see First Impressions Checklist attached.

The First Impressions Checklist was revised by the Executive Director on 5/3/2022. The use of this new checklist began on 5/3/2022.

Document Submission**Implemented**

Immediate response: The restaurant menu was immediately placed in the dining area of the memory care neighborhood. The daily special was placed in a display frame on the counter separating the memory care kitchen from the dining room.

Route cause/investigation: The residents tend to remove the restaurant menu from the dining room. The daily specials were previously not posted.

Prevention of future occurrence: The auditing for the presence of the menu in the memory care dining room has been added to the First Impressions Checklist that is completed daily by the department manager assigned. Please see First Impressions Checklist attached.

The First Impressions Checklist was revised by the Executive Director on 5/3/2022. The use of this new checklist began on 5/3/2022.

185a - Implement Storage Procedures**1. Requirements**

2600.

185.a. The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.

Description of Violation

On [REDACTED]/22, at [REDACTED] am, a container of [REDACTED] for resident #3 was located on the counter in the kitchen of the memory support unit.

Plan of Correction**Accept**

Immediate response: The medicated ointment was immediately removed and placed in the medication cart.

Route cause/investigation: The medication technician had the medicated ointment in [REDACTED] hand, [REDACTED] placed the ointment on the counter to clean a spill out of the refrigerator and forgot to pick it back up when [REDACTED] left. The kitchen is an area secured from the residents and can only be accessed with a passcode.

Prevention of future occurrence: The medication technician will be coached on the importance of securing all medications and medicated ointments in the locked medication cart, and medications and ointments should not be carried into the kitchen area.

This coaching will be completed by the Executive Director and/or the Resident Care Director and will be completed by May 20, 2022.

Document Submission**Implemented**

Immediate response: The medicated ointment was immediately removed and placed in the medication cart.

Route cause/investigation: The medication technician had the medicated ointment in [REDACTED] hand, [REDACTED] placed the ointment on the counter to clean a spill out of the refrigerator and forgot to pick it back up when [REDACTED] left. The kitchen is an area secured from the residents and can only be accessed with a passcode.

Prevention of future occurrence: The medication technician will be coached on the importance of securing all medications and medicated ointments in the locked medication cart, and medications and ointments should not be carried into the kitchen area.

This coaching will be completed by the Executive Director and/or the Resident Care Director and will be completed by May 20, 2022.

221a - Program Activities**1. Requirements**

2600.

221.a. The administrator shall develop a program of activities designed to promote each resident's active involvement with other residents, the resident's family and the community.

Description of Violation

The home does not have a program of activities designed to promote the active involvement of residents with families and the community.

221a - Program Activities (continued)

Plan of Correction**Accept**

Immediate response: The home does have a monthly calendar which was shared with the surveyor at the time of the survey. There were also programs occurring during the survey. The program being provided did not match what was indicated on the monthly engagement calendar. The daily engagement flyer is usually posted to indicate any changes made to the monthly calendar; the daily flyer was immediately posted outside the engagement room of the memory care neighborhood. Please see the attached Engagement Calendar for the Memory Care Neighborhood for the month of May 2022, and a sample of the daily programming flyer.

Route cause/investigation: There were copies of the memory care engagement calendar on the table in the vestibule on the memory care floor for the visitors and families to pick and posted in the engagement room and outside the Memory Care Directors office. However, the daily flyer indicating any changes made since the development of the monthly calendar was not posted in the neighborhood for the residents or visitors to see. There had been a Memory Care Director assisting at the community who was not aware of this regulation.

Prevention of future occurrence: The Memory Care Director assisting the community was made aware of the regulation. The auditing for the presence of the engagement calendar and daily engagement flyer on the memory care neighborhood has been added to the First Impressions Checklist which is completed daily by the department manager assigned. Please see the First Impressions Checklist attached.

The First Impressions Checklist was revised by the Executive Director on 5/3/2022. The use of this new checklist began on 5/3/2022.

Document Submission**Implemented**

Immediate response: The home does have a monthly calendar which was shared with the surveyor at the time of the survey. There were also programs occurring during the survey. The program being provided did not match what was indicated on the monthly engagement calendar. The daily engagement flyer is usually posted to indicate any changes made to the monthly calendar; the daily flyer was immediately posted outside the engagement room of the memory care neighborhood. Please see the attached Engagement Calendar for the Memory Care Neighborhood for the month of May 2022, and a sample of the daily programming flyer.

Route cause/investigation: There were copies of the memory care engagement calendar on the table in the vestibule on the memory care floor for the visitors and families to pick and posted in the engagement room and outside the Memory Care Directors office. However, the daily flyer indicating any changes made since the development of the monthly calendar was not posted in the neighborhood for the residents or visitors to see. There had been a Memory Care Director assisting at the community who was not aware of this regulation.

Prevention of future occurrence: The Memory Care Director assisting the community was made aware of the regulation. The auditing for the presence of the engagement calendar and daily engagement flyer on the memory care neighborhood has been added to the First Impressions Checklist which is completed daily by the department manager assigned. Please see the First Impressions Checklist attached.

The First Impressions Checklist was revised by the Executive Director on 5/3/2022. The use of this new checklist

221a - Program Activities (continued)

began on 5/3/2022.

221c - Post Activity Calendar**1. Requirements**

2600.

221.c. A current weekly activity calendar shall be posted in a conspicuous and public place in the home.

Description of Violation

The home does not have a current weekly activity calendar posted in a public and conspicuous place in the home. The activity calendar that is posted is dated for the current month of April, the information written is not being followed, the home does not have an activities coordinator.

Plan of Correction**Accept**

Immediate response: The daily engagement flyer was immediately posted outside the Engagement Room on the memory care neighborhood which reflected the programming for that day. The community had hired a Memory Care Director who began [REDACTED] employment on April 11, 2022, the day before this survey. There were engagement associates from sister communities assisting and providing the programs to the residents daily. There were engagement programs being provided the day of and during the survey, however they were different than the programs listed on the monthly calendar.

Route cause/investigation: The engagement program calendar is developed at least 2 weeks prior to the start of the month. There are times when the monthly calendar of programs needs to be changed due to things such as entertainers cancelling or the inability to obtain the supplies needed in time. These changes are captured and communicated to the residents, families and visitors by the posting of the daily program flyer. The daily flyer was not posted on the day of the survey. There had been a Memory Care Director assisting at the community who was not aware of this regulation. Please see the attached Engagement Calendar for the Memory Care Neighborhood for the month of May 2022, and a sample of the daily programming flyer.

Prevention of future occurrence: The Memory Care Director assisting the community was made aware of the regulation. The auditing of the presence of the engagement calendar on the memory care neighborhood has been added to the First Impressions Checklist which is completed daily by the department manager assigned. Please see the First Impressions Checklist attached.

The First Impressions Checklist was revised by the Executive Director on 5/3/2022. The use of this new checklist began on 5/3/2022.

Document Submission**Implemented**

Immediate response: The daily engagement flyer was immediately posted outside the Engagement Room on the memory care neighborhood which reflected the programming for that day. The community had hired a Memory Care Director who began her employment on April 11, 2022, the day before this survey. There were engagement associates from sister communities assisting and providing the programs to the residents daily. There were engagement programs being provided the day of and during the survey, however they were different than the programs listed on the monthly calendar.

221c - Post Activity Calendar (continued)

Route cause/investigation: The engagement program calendar is developed at least 2 weeks prior to the start of the month. There are times when the monthly calendar of programs needs to be changed due to things such as entertainers cancelling or the inability to obtain the supplies needed in time. These changes are captured and communicated to the residents, families and visitors by the posting of the daily program flyer. The daily flyer was not posted on the day of the survey. There had been a Memory Care Director assisting at the community who was not aware of this regulation. Please see the attached Engagement Calendar for the Memory Care Neighborhood for the month of May 2022, and a sample of the daily programming flyer.

Prevention of future occurrence: The Memory Care Director assisting the community was made aware of the regulation. The auditing of the presence of the engagement calendar on the memory care neighborhood has been added to the First Impressions Checklist which is completed daily by the department manager assigned. Please see the First Impressions Checklist attached.

The First Impressions Checklist was revised by the Executive Director on 5/3/2022. The use of this new checklist began on 5/3/2022.

223b - Service Procedures

1. Requirements

2600.

223.b. The home shall develop written procedures for the delivery and management of services from admission to discharge.

Description of Violation

The home has failed to follow procedures for the delivery and management of services of planned activities for the resident's in the memory support unit.

Plan of Correction

Accept

Immediate response: The daily engagement flyer was immediately posted outside the Engagement Room on the memory care neighborhood which reflected the programming for that day. The community had hired a Memory Care Director who began [REDACTED] employment on April 11, 2022, the day before this survey. There were engagement associates from sister communities assisting and providing the programs to the residents daily. There were engagement programs being provided the day of and during the survey, however they were different than the programs listed on the monthly calendar.

Route cause/investigation: The engagement program calendar is developed at least 2 weeks prior to the start of the month. There are times when the monthly calendar of programs needs to be changed due to things such as entertainers cancelling or the inability to obtain the supplies needed in time. These changes are captured and communicated to the residents, families and visitors by the posting of the daily program flyer. The daily flyer was not posted on the day of the survey. There had been a Memory Care Director assisting at the community who was not aware of this regulation. Please see the attached Engagement Calendar for the Memory Care Neighborhood for the month of May 2022, and a sample of the daily programming flyer.

223b - Service Procedures (continued)

Prevention of future occurrence: The Memory Care Director assisting the community was made aware of the regulation. An engagement associate has been hired and will begin employment the beginning of June. The auditing for the presence of the engagement calendar and the daily engagement flyer on the memory care neighborhood has been added to the First Impressions Checklist which is completed daily by the department manager assigned. Please see the First Impressions Checklist attached.

The First Impressions Checklist was revised by the Executive Director on 5/3/2022. The use of this new checklist began on 5/3/2022.

Document Submission**Implemented**

Immediate response: The daily engagement flyer was immediately posted outside the Engagement Room on the memory care neighborhood which reflected the programming for that day. The community had hired a Memory Care Director who began employment on April 11, 2022, the day before this survey. There were engagement associates from sister communities assisting and providing the programs to the residents daily. There were engagement programs being provided the day of and during the survey, however they were different than the programs listed on the monthly calendar.

Route cause/investigation: The engagement program calendar is developed at least 2 weeks prior to the start of the month. There are times when the monthly calendar of programs needs to be changed due to things such as entertainers cancelling or the inability to obtain the supplies needed in time. These changes are captured and communicated to the residents, families and visitors by the posting of the daily program flyer. The daily flyer was not posted on the day of the survey. There had been a Memory Care Director assisting at the community who was not aware of this regulation. Please see the attached Engagement Calendar for the Memory Care Neighborhood for the month of May 2022, and a sample of the daily programming flyer.

Prevention of future occurrence: The Memory Care Director assisting the community was made aware of the regulation. An engagement associate has been hired and will begin employment the beginning of June. The auditing for the presence of the engagement calendar and the daily engagement flyer on the memory care neighborhood has been added to the First Impressions Checklist which is completed daily by the department manager assigned. Please see the First Impressions Checklist attached.

The First Impressions Checklist was revised by the Executive Director on 5/3/2022. The use of this new checklist began on 5/3/2022.

237a - Activities**1. Requirements**

2600.

237.a. The following types of activities shall be offered at least weekly:

1. Gross motor activities, such as dancing, stretching and other exercise.
2. Self-care activities, such as personal hygiene.
3. Social activities, such as games, music and holiday and seasonal celebrations.
4. Crafts, such as sewing, decorations and pictures.
5. Sensory and memory enhancement activities, such as review of current events, movies, story telling, picture albums, cooking, pet therapy and reminiscing.

237a - Activities (continued)

6. Outdoor activities, as weather permits, such as walking, gardening and field trips.

Description of Violation

During the week of April 11th, 2022, the home did not offer activities in memory support due to the home not having an activities coordinator.

Plan of Correction**Accept**

Immediate response: The surveyor was in the home on April 12, 2022. There were programs going on that day however, they were not the programs listed on the monthly calendar. The surveyor was only in the community for that one day and was not present to see the engagement programs that occurred the rest of the week. The attached monthly engagement calendar shows that there are 2 programs scheduled daily addressing 4 areas of engagement. These areas are cognitive, emotional, physical and social.

Route cause/investigation: The engagement program calendar is developed at least 2 weeks prior to the start of the month. There are times when the monthly calendar of programs needs to be changed due to things such as entertainers cancelling or the inability to obtain the supplies needed in time. These changes are captured and communicated to the residents, families and visitors by the posting of the daily program flyer. The daily flyer was not posted on the day of the survey. There had been a Memory Care Director assisting at the community who was not aware of this regulation. Please see the attached Engagement Calendar for the Memory Care Neighborhood for the month of May 2022, and a sample of the daily program flyer.

Prevention of future recurrence: The Memory Care Director assisting the community was made aware of the regulation. The community's Memory Care Director began employment April 11, 2022, the day before this survey. An engagement associate has been hired and will begin employment the beginning of June. The auditing of the presence of the engagement calendar and the daily engagement flyer on the memory care neighborhood has been added to the First Impressions Checklist which is completed daily by the department manager assigned. Please see the First Impressions Checklist attached

The First Impressions Checklist was revised by the Executive Director on 5/3/2022. The use of this new checklist began on 5/3/2022.

Document Submission**Implemented**

Immediate response: The surveyor was in the home on April 12, 2022. There were programs going on that day however, they were not the programs listed on the monthly calendar. The surveyor was only in the community for that one day and was not present to see the engagement programs that occurred the rest of the week. The attached monthly engagement calendar shows that there are 2 programs scheduled daily addressing 4 areas of engagement. These areas are cognitive, emotional, physical and social.

Route cause/investigation: The engagement program calendar is developed at least 2 weeks prior to the start of the month. There are times when the monthly calendar of programs needs to be changed due to things such as entertainers cancelling or the inability to obtain the supplies needed in time. These changes are captured and communicated to the residents, families and visitors by the posting of the daily program flyer. The daily flyer was not posted on the day of the survey. There had been a Memory Care Director assisting at the community who was not aware of this regulation. Please see the attached Engagement Calendar for the Memory Care Neighborhood for

237a - Activities (continued)

the month of May 2022, and a sample of the daily programing flyer.

Prevention of future recurrence: The Memory Care Director assisting the community was made aware of the regulation. The communities Memory Care Director began employment April 11, 2022, the day before this survey. An engagement associate has been hired and will begin employment the beginning or June. The auditing of the presence of the engagement calendar and the daily engagement flyer on the memory care neighborhood has been added to the First Impressions Checklist which is completed daily by the department manager assigned. Please see the First Impressions Checklist attached

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