

Department of Human Services
Bureau of Human Service Licensing

June 1, 2022

[REDACTED]
ACTS RETIREMENT - LIFE COMMUNITIES INC
[REDACTED]
[REDACTED]

RE: OAKBRIDGE TERRACE AT LIMA
ESTATES
411 N. MIDDLETOWN ROAD
MEDIA, PA, 19063
LICENSE/COC#: 13891

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 04/18/2022 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: *OAKBRIDGE TERRACE AT LIMA ESTATES* License #: *13891* License Expiration: *05/21/2023*
Address: *411 N. MIDDLETOWN ROAD, MEDIA, PA 19063*
County: *DELAWARE* Region: *SOUTHEAST*

Administrator

Name: [REDACTED] Phone: *6108920844* Email: [REDACTED]

Legal Entity

Name: *ACTS RETIREMENT - LIFE COMMUNITIES INC*
Address: [REDACTED]
Phone: *6108920844* Email: [REDACTED]

Certificate(s) of Occupancy

Type: *Other* Date: *09/22/1980* Issued By: *Township of Middleton*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *35* Waking Staff: *26*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Incident* Exit Conference Date: *04/18/2022*

Inspection Dates and Department Representative

04/18/2022 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *36* Residents Served: *32*

Special 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: *0*
Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *3* Have Physical Disability: *0*

Inspections / Reviews

04/18/2022 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *05/13/2022*

05/18/2022 - POC Submission

Inspections / Reviews *(continued)*

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: *06/07/2022*

06/01/2022 - Document Submission

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

15a Resident abuse report

1. Requirements

2800.

15.a. The residence shall immediately report suspected abuse of a resident served in the home in accordance with the Older Adult Protective Services Act (35 P. S. § 10225.701—10225.707) and 6 Pa. Code § 15.21—15.27 (relating to reporting suspected abuse) and comply with the requirements regarding restrictions on staff persons.

Description of Violation

On Sunday, 03/20/22 prior to lunch, resident #1 pressed [REDACTED] call bell for [REDACTED] pre-lunch pain meds. Approximately 30-40 minutes later, resident #1's [REDACTED] went to nurse's station to request medication. The nurse at the station, staff person A, did not immediately respond and resident #1's [REDACTED] had to "raise [REDACTED] voice" in order to get the medications administered. This incident was reported to staff person B on Tuesday, 3/29/22, at 11:38 AM. This incident was not reported to the Department until Friday, 04/01/22 at 5:00 PM under Regulation #2800.42(b) - violation of resident rights. This complaint was not reported to the local Area Agency on Aging.

Plan of Correction

Accept

Staff members A and B have been separated from employment.

Nursing, Culinary, Environmental Services and Recreation Therapy staff have been re-in serviced on the Abuse policy and the Departments requirements of the specified regulation by the Administrator of Assisted Living, or designee.

Completion Date: 05/10/2022

Document Submission

Implemented

Attached please find the sign-in sheets for the in-service, along with the Abuse policy. In-services started on 5/4/2022 and completed with all staff 5/19/2022

15c Supervision plan submission

1. Requirements

2800.

15.c. The residence shall immediately submit to the Department's assisted living residence office a plan of supervision or notice of suspension of the affected staff person.

Description of Violation

On Sunday, 03/20/22 prior to lunch, resident #1 pressed [REDACTED] call bell for [REDACTED] pre-lunch pain meds. Approximately 30-40 minutes later, resident #1's [REDACTED] went to the nurse's station to request the medication. The nurse at the station, staff person A, did not immediately respond and resident #1's [REDACTED] had to "raise [REDACTED] voice" in order to get the medications administered. This incident was reported to staff person B on Tuesday 3/29/22, at 11:38 AM. This complaint was reported to the Department on Friday, 04/01/22 at 5:00 PM under Regulation #2800.42(b) - violation of resident rights. This complaint was not reported to the local Area Agency on Aging.

Part of this incident was observed by staff person C. Staff person C was working on the day of the incident, noted resident #1's call bell light was on for a long time and was asked by resident #1 for [REDACTED] medications. Staff person C explained that the medications were being administered by staff person A. Later, while in the dining room, staff person C had to console resident #1 because resident #1 was crying and stating staff person A disrespected [REDACTED] and [REDACTED].

Staff person A continued to work on 03/30/22, 04/01/22, 04/03/22, 04/04/22, 04/16/22 and 04/17/22 and was not placed on a plan of supervision. The residence did not submit to the Department a plan of supervision of the affected staff person.

15c Supervision plan submission (continued)

Plan of Correction**Accept**

Staff members A and B have been separated from employment.

Nursing, Culinary, Environmental Services and Recreation Therapy staff have been re-inserviced on the Abuse policy and the Departments requirements of the specified regulation by the Administrator of Assisted Living, or designee.

The community will ensure strict compliance with the identified Department requirement under the direction of the Assisted Living Administrator.

Nursing staff have been re-inserviced on appropriate staff response time to call bells by the Administrator of Assisted Living, or designee. Call bell audits will be conducted on a random basis for four weeks to ensure timely response from the staff.

The Assisted Living Administrator, or designee will conduct a random resident interview weekly for four weeks to ensure resident feels safe and well treated in their home.

Results of these audits will be presented to the quarterly QAPI Committee.

Completion Date: 06/06/2022

Document Submission**Implemented**

Attached please find the sign-in sheets for the in-service, along with the Abuse policy. In-services started on 5/4/2022 and completed with all staff 5/19/2022. In addition, the information communicated about the call bells is attached.

Interviews and audits will be reported to the next quarterly QAPI meeting.

42c Dignity/Respect

1. Requirements

2800.

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

Description of Violation

On Sunday, 03/20/22 prior to lunch, resident #1 pressed [REDACTED] call bell for [REDACTED] pre-lunch pain meds. Approximately 30-40 minutes later, resident #1's [REDACTED] went to the nurse's station to request the medication. The nurse at the station, staff person A, did not immediately respond and resident #1's [REDACTED] had to "raise [REDACTED] voice" in order to get the medications administered. This incident was reported to staff person B on Tuesday 3/29/22, at 11:38 AM. This complaint was reported to the Department on Friday, 04/01/22 at 5:00 PM under Regulation #2800.42(b) - violation of resident rights. This complaint was not reported to the local Area Agency on Aging.

Part of this incident was observed by staff person C. Staff person C was working on the day of the incident, noted resident #1's call bell light was on for a long time and was asked by resident #1 for [REDACTED] medications. Staff person C explained that the medications were being administered by staff person A. Later, while in the dining room, staff person C had to console resident #1 because resident #1 was crying and stating staff person A disrespected [REDACTED] and [REDACTED].

Staff person C also states that resident #1 is noticeably uncomfortable around staff person A and staff person A is aware of this.

42c Dignity/Respect (continued)

Part of the original complaint also states that staff member A continues to administer resident #1's medications at the "end of the hour time frame".

Plan of Correction**Accept**

Staff members A and B have been separated from employment.

Nursing, Culinary, Environmental Services and Recreation Therapy staff have been re-inserviced on the Abuse policy and the Departments requirements of the specified regulation by the Administrator of Assisted Living, or designee.

The Assisted Living Administrator, or designee will conduct random a resident interview weekly for four weeks to ensure resident feels safe and well treated in their home.

Results of the interviews will be presented to the quarterly QAPI Committee.

Completion Date: 06/06/2022

Document Submission**Implemented**

Results of random resident interviews to be submitted to the quarterly QAPI Committee meeting; next meeting is scheduled for July 20, 2022

187d Follow prescriber's orders**1. Requirements**

2800.

187.d. The home shall follow the directions of the prescriber.

Description of Violation

During the investigation conducted on 04/18/22, the home was able to run a "Medication Administration Audit Report" for resident #1 to verify late (over one hour) administrations. The report was for time period 03/17/22 to 03/27/22 and included all administration orders including pain medications; Oxycodone Tablets, Fentanyl Patch..., standard medications: Daily Probiotic Capsule, Atorvastatin... and treatment plans; Ace Wraps, topicals.... The report shows that staff documented a late administration a total of 49 times in the 11 day period.

Plan of Correction**Accept**

Nursing staff have been re-inserviced on 2800.187.d by the Assisted Living Administrator, or designee.

The Assisted Living Administrator, or designee, will conduct random audits of the homes Medication Administration Records to ensure that if there is a specific time for a medication in the physician order, that the medication was administered and documented within 60 minutes plus or minus the specified time ordered.

This audit will be conducted for fours week and the results will be presented to the quarterly QAPI Committee.

Completion Date: 06/06/2022

Document Submission**Implemented**

This audit is being conducted and results will be presented to the quarterly QAPI meeting - next meeting is scheduled for July 20, 2022