

Department of Human Services  
Bureau of Human Service Licensing  
LICENSING INSPECTION SUMMARY - PUBLIC

December 22, 2022

[REDACTED]  
WRC PENNSYLVANIA MEMORIAL HOME  
[REDACTED]

RE: LAURELBROOKE PERSONAL CARE  
133 LAURELBROOKE DRIVE  
BROOKVILLE, PA, 15825  
LICENSE/COC#: 42463

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 04/29/2022, 05/02/2022, 05/04/2022, 05/06/2022 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Please note that you are required to post this Licensing Inspection Summary at your facility in a conspicuous location.

Sincerely,  
[REDACTED]

cc: Pennsylvania Bureau of Human Service Licensing

**Facility Information**

Name: LAURELBROOKE PERSONAL CARE      License #: 42463      License Expiration: 03/02/2023  
 Address: 133 LAURELBROOKE DRIVE, BROOKVILLE, PA 15825  
 County: JEFFERSON      Region: WESTERN

**Administrator**

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

**Legal Entity**

Name: WRC PENNSYLVANIA MEMORIAL HOME  
 Address: [REDACTED]  
 Phone: [REDACTED]      Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: 11      Date: 04/13/2011      Issued By: Borough of Brookeville

**Staffing Hours**

Resident Support Staff: 0      Total Daily Staff: 45      Waking Staff: 34

**Inspection Information**

Type: Partial      Notice: Unannounced      BHA Docket #:  
 Reason: Complaint      Exit Conference Date: 05/09/2022

**Inspection Dates and Department Representative**

04/29/2022 On Site [REDACTED]  
 05/02/2022 Off Site [REDACTED]  
 05/04/2022 Off Site [REDACTED]  
 05/06/2022 Off Site [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: 50      Residents Served: 30

**Secured Dementia Care Unit**  
 In Home: Yes      Area: Harmony      Capacity: 20      Residents Served: 10

**Hospice**  
 Current Residents: 5

**Number of Residents Who:**  
 Receive Supplemental Security Income: 1      Are 60 Years of Age or Older: 30  
 Diagnosed with Mental Illness: 13      Diagnosed with Intellectual Disability: 0  
 Have Mobility Need: 15      Have Physical Disability: 1

**Inspections / Reviews**

04/29/2022 - Partial

Lead Inspector: [REDACTED]      Follow-Up Type: POC Submission      Follow-Up Date: 05/26/2022

Inspections / Reviews (*continued*)

## 07/26/2022 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 12/21/2022

Reviewer: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 07/28/2022

## 11/02/2022 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 12/21/2022

Reviewer: [REDACTED]

Follow-Up Type: Document Submission

Follow-Up Date: 11/09/2022

## 12/08/2022 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 12/21/2022

Reviewer: [REDACTED]

Follow-Up Type: Document Submission

Follow-Up Date: 12/09/2022

## 12/22/2022 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 12/21/2022

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

Near the end of [REDACTED] 2022, staff person A, told residents #1 and #2 in a frustrated tone, "You're pissing me off, sit down", as the two residents were attempting to leave [REDACTED] When the residents became upset and angry, and indicated they didn't like what staff person A had said, staff person A, rephrased, telling the residents, "Let's sit down and get some coffee".

POC Submission

Accept

On 5/26/2022 staff were educated on proper language and conversation that is to be used around residents and how to treat residents with dignity and respect. Administrator or designee will interview 3 residents a month to ensure they are being treated with dignity and respect beginning in June 2022 for 3 months. Documentation shall be kept.

Licensee's Proposed Overall Completion Date: 06/01/2022

Implemented ([REDACTED] - 12/08/2022)

54a - Direct Care Staff

2. 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

Direct care staff person B, hired [REDACTED]/22, does not have a high school diploma, GED, or active registry status on the Pennsylvania nurse aide registry.

POC Submission

Accept ([REDACTED] - 11/02/2022)

Staff person B diploma has been confirmed and proof has been placed in the file of education requirements. An audit will be conducted on all active employee files to ensure proof of compliance of 2600 54.a. 2 by 6/30/22. All staff responsible for care staff persons hire and orientation will be trained on the requirements of 2600.54.a by 6/15/22. Documentation shall be kept.

Licensee's Proposed Overall Completion Date: 07/28/2022

Implemented ([REDACTED] - 12/22/2022)

65a - FS Orientation 1st Day

3. Requirements

2600.  
65.a. Prior to or during the first work day, all direct care staff persons including ancillary staff persons, substitute personnel and volunteers shall have an orientation in general fire safety and emergency preparedness that includes the following:

## 65a - FS Orientation 1st Day (continued)

**Description of Violation**

Staff person B, hired [REDACTED]/22, did not receive any of the required first day orientation.

**POC Submission**

Staff person B completed orientation in general fire safety and emergency preparedness for regulation 2600.65.a. on [REDACTED]/22. An audit will be conducted on all active employee files to ensure proof of compliance of 2600.65.a by 6/15/22. All staff responsible for orientation and training will be trained on the requirements of 2600.65.a by 6/15/22. Documentation shall be kept.

Licensee's Proposed Overall Completion Date: 06/15/2022

Implemented ([REDACTED] - 12/22/2022)

## 65b - Rights/Abuse 40 Hours

**4. Requirements**

2600.

65.b. Within 40 scheduled working hours, direct care staff persons, ancillary staff persons, substitute personnel and volunteers shall have an orientation that includes the following:

**Description of Violation**

Staff person B, completed his/her 40th scheduled work hour. However, this staff person did not complete any of the required orientation training within the 40th scheduled working hours.

**POC Submission**

Staff person B completed all orientation and training requirements for regulation 2600.65. on [REDACTED]/2022. An audit will be conducted on all active employee files to ensure compliance of 2600.65.b. by 6/15/22. All staff responsible for orientation and training will be trained on the requirements of 2600.65.b by 6/15/22. Documentation shall be kept.

Licensee's Proposed Overall Completion Date: 06/15/2022

Implemented ([REDACTED] - 12/22/2022)

## 65d - Initial Direct Care Training

**5. 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**

Direct care staff person B, hired on [REDACTED] 22, provided unsupervised ADL services. However, the staff person did not complete and pass the Department-approved direct care training course and pass the competency test until [REDACTED] 22.

**POC Submission**

Staff person B completed and pass the Department-approved direct training course on [REDACTED]/22. All staff responsible for orientation and training will be trained on the requirements of 2600.65.d. 2 by 6/15/22. Administrator or designee will audit all current staff records to ensure compliance with regulation 2600.65.d.

Licensee's Proposed Overall Completion Date: 08/31/2022

Accept ([REDACTED] - 11/02/2022)

65d - Initial Direct Care Training (*continued*)

implemented [REDACTED] 12/22/2022)