

Department of Human Services
Bureau of Human Service Licensing

October 13, 2022

[REDACTED]
MILLCREEK MANOR
[REDACTED]

RE: PARKSIDE SUITES/PARKSIDE AT
NORTH EAST
2 GIBSON STREET
NORTH EAST, PA, 16428
LICENSE/COC#: 44656

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 05/17/2022 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Suzy Quinn

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: *PARKSIDE SUITES/PARKSIDE AT NORTH EAST* License #: *44656* License Expiration: *11/03/2022*
Address: *2 GIBSON STREET, NORTH EAST, PA 16428*
County: *ERIE* Region: *WESTERN*

Administrator

Name: [REDACTED] Phone: *8149694800* Email: [REDACTED]

Legal Entity

Name: *MILLCREEK MANOR*
Address: *5535 PEACH STREET, ERIE, PA, 16509*
Phone: *8148444295* Email: [REDACTED]

Certificate(s) of Occupancy

Type: *Other* Date: *10/18/1989* Issued By: *Dept. of Labor & Industry*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *63* Waking Staff: *47*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Incident* Exit Conference Date: *05/17/2022*

Inspection Dates and Department Representative

05/17/2022 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *70* Residents Served: *41*

Secured Dementia Care Unit

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

Hospice

Current Residents: *4*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *41*
Diagnosed with Mental Illness: *5* Diagnosed with Intellectual Disability: *2*
Have Mobility Need: *22* Have Physical Disability: *0*

Inspections / Reviews

05/17/2022 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *06/06/2022*

08/25/2022 - POC Submission

Inspections / Reviews (*continued*)

Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *09/01/2022*

09/22/2022 - POC Submission

Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *09/29/2022*

09/28/2022 - POC Submission

Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *10/12/2022*

10/13/2022 - Document Submission

Reviewer: [REDACTED] Follow-Up Type: *Not Required*

15a - Resident Abuse Report

1. Requirements

2600.

15.a. The home 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 5/4/22 at approximately 8:45pm, resident #1 wandered into the shared bedroom of resident #2 and resident #3, where staff person A and staff person B were preparing to assist resident #3 in the shower. Staff person A put [redacted] arm around resident #1's waist and began walking [redacted] towards the door. Resident #1 swung [redacted] arm up to hit staff person A. Staff person A put [redacted] hand up and blocked resident #1's arm and continued to forcefully push resident #1's arm down, causing [redacted] to fall forward. Staff person B caught resident #1 and prevented [redacted] from falling. Staff person A said to resident #1, "This is why you don't hit me. I will react." Resident #1 was visibly upset and crying after the incident and staff person B took [redacted] to the dining room and consoled [redacted]. However, staff person B did not report this incident to staff person C, the administrator, until 5/7/22. This incident was not reported to the local Area Agency on Aging until 5/7/22.

Plan of Correction

Accept

Staff member A was suspended by Parkside North East Administrator on May 7. On May 19 staff member A was terminated by LECOM Human Resource. Staff member A never enter Parkside NE during [redacted] suspension. Parkside North East had a staff in-service about abuse, neglect and who/when to report abuse to done by the Nurse Manger on 5/9/22 with a sign in sheet. Parkside North East will be conducting a monthly in-service from September 2022 -June 2023 covering abuse and resident rights. The in services will be done by the Administrator and/ or the designee with a sign in sheet. Parkside Northeast will conduct a staff interview about Abuse which will done by the Administrator and/or the designee. We will interview 4 staff members 1x week for the 2 months and then 1x month for 4 months. Parkside Northeast will conduct a resident interview about treatment/care which will done by the Administrator and/or the designee. We will interview 4 residents 1x week for the 2 months and then 1x month for 4 months.

Completion Date: 09/23/2022

Document Submission

Implemented

Staff member A was suspended by Parkside North East Administrator on May 7. On May 19 staff member A was terminated by LECOM Human Resource. Staff member A never enter Parkside NE during [redacted] suspension. Parkside North East had a staff in-service about abuse, neglect and who/when to report abuse to done by the Nurse Manger on 5/9/22 with a sign in sheet. Parkside North East will be conducting a monthly in-service from September 2022 -June 2023 covering abuse and resident rights. The in services will be done by the Administrator and/ or the designee with a sign in sheet. Parkside Northeast will conduct a staff interview about Abuse which will done by the Administrator and/or the designee. We will interview 4 staff members 1x week for the 2 months and then 1x month for 4 months. Parkside Northeast will conduct a resident interview about treatment/care which will done by the Administrator and/or the designee. We will interview 4 residents 1x week for the 2 months and then 1x month for 4 months.

15b - Supervisor Plan

1. Requirements

2600.

15.b. If there is an allegation of abuse of a resident involving a home's staff person, the home shall immediately develop and implement a plan of supervision or suspend the staff person involved in the alleged incident.

15b - Supervisor Plan (continued)

Description of Violation

On 5/4/22 at approximately 8:45pm, resident #1 wandered into the shared bedroom of resident #2 and resident #3, where staff person A and staff person B were preparing to assist resident #3 in the shower. Staff person A put [redacted] arm around resident #1's waist and began walking [redacted] towards the door. Resident #1 swung [redacted] arm up to hit staff person A. Staff person A put [redacted] hand up and blocked resident #1's arm and continued to forcefully push resident #1's arm down, causing [redacted] to fall forward. Staff person B caught resident #1 and prevented [redacted] from falling. Staff person A said to resident #1, "This is why you don't hit me. I will react." Resident #1 was visibly upset and crying after the incident and staff person B took [redacted] to the dining room and consoled [redacted]. However, staff person B did not report this incident to staff person C, the administrator, until 5/7/22. Staff person A continued to work from 11pm on 5/6/22 until 7:30am on 5/7/22, and was not suspended until the afternoon of 5/7/22.

Plan of Correction

Accept

Staff member A was suspended by Parkside North East Administrator on May 7. On May 19 staff member A was terminated by LECOM Human Resource. Staff member A never enter Parkside NE during [redacted] suspension. Parkside North East had a staff in-service about abuse, neglect and who/when to report abuse to done by the Nurse Manger on 5/9/22 with a sign in sheet. Parkside North East will be conducting a monthly in-service from September 2022 -June 2023 covering abuse and resident rights. The in services will be done by the Administrator and/ or the designee with a sign in sheet. Parkside Northeast will conduct a staff interview about Abuse which will done by the Administrator and/or the designee. We will interview 4 staff members 1x week for the 2 months and then 1x month for 4 months. Parkside Northeast will conduct a resident interview about treatment/care which will done by the Administrator and/or the designee. We will interview 4 residents 1x week for the 2 months and then 1x month for 4 months.

Completion Date: 09/23/2022

Document Submission

Implemented

Staff member A was suspended by Parkside North East Administrator on May 7. On May 19 staff member A was terminated by LECOM Human Resource. Staff member A never enter Parkside NE during [redacted] suspension. Parkside North East had a staff in-service about abuse, neglect and who/when to report abuse to done by the Nurse Manger on 5/9/22 with a sign in sheet. Parkside North East will be conducting a monthly in-service from September 2022 -June 2023 covering abuse and resident rights. The in services will be done by the Administrator and/ or the designee with a sign in sheet. Parkside Northeast will conduct a staff interview about Abuse which will done by the Administrator and/or the designee. We will interview 4 staff members 1x week for the 2 months and then 1x month for 4 months. Parkside Northeast will conduct a resident interview about treatment/care which will done by the Administrator and/or the designee. We will interview 4 residents 1x week for the 2 months and then 1x month for 4 months.

15c - Supervision

1. Requirements

2600.

15.c. The home shall immediately submit to the Department's personal care home regional office a plan of supervision or notice of suspension of the affected staff person.

Description of Violation

On 5/4/22 at approximately 8:45pm, resident #1 wandered into the shared bedroom of resident #2 and resident #3, where staff person A and staff person B were preparing to assist resident #3 in the shower. Staff person A put [redacted] arm

15c - Supervision (continued)

around resident #1's waist and began walking [redacted] towards the door. Resident #1 swung [redacted] arm up to hit staff person A. Staff person A put [redacted] hand up and blocked resident #1's arm and continued to forcefully push resident #1's arm down, causing [redacted] to fall forward. Staff person B caught resident #1 and prevented [redacted] from falling. Staff person A said to resident #1, "This is why you don't hit me. I will react." Resident #1 was visibly upset and crying after the incident and staff person B took [redacted] to the dining room and consoled [redacted]. However, staff person B did not report this incident to staff person C, the administrator, until 5/7/22. The home failed to submit a plan of supervision or notice of suspension for staff person A to the Department.

Plan of Correction

Accept

Staff member A was suspended by Parkside North East Administrator on May 7. On May 19 staff member A was terminated by LECOM Human Resource. Staff member A never enter Parkside NE during [redacted] suspension. Parkside North East had a staff in-service about abuse, neglect and who/when to report abuse to done by the Nurse Manger on 5/9/22 with a sign in sheet. Parkside North East will be conducting a monthly in-service from September 2022 -June 2023 covering abuse and resident rights. The in services will be done by the Administrator and/ or the designee with a sign in sheet. Parkside Northeast will conduct a staff interview about Abuse which will done by the Administrator and/or the designee. We will interview 4 staff members 1x week for the 2 months and then 1x month for 4 months. Parkside Northeast will conduct a resident interview about treatment/care which will done by the Administrator and/or the designee. We will interview 4 residents 1x week for the 2 months and then 1x month for 4 months.

Completion Date: 09/23/2022

Document Submission

Implemented

Staff member A was suspended by Parkside North East Administrator on May 7. On May 19 staff member A was terminated by LECOM Human Resource. Staff member A never enter Parkside NE during [redacted] suspension. Parkside North East had a staff in-service about abuse, neglect and who/when to report abuse to done by the Nurse Manger on 5/9/22 with a sign in sheet. Parkside North East will be conducting a monthly in-service from September 2022 -June 2023 covering abuse and resident rights. The in services will be done by the Administrator and/ or the designee with a sign in sheet. Parkside Northeast will conduct a staff interview about Abuse which will done by the Administrator and/or the designee. We will interview 4 staff members 1x week for the 2 months and then 1x month for 4 months. Parkside Northeast will conduct a resident interview about treatment/care which will done by the Administrator and/or the designee. We will interview 4 residents 1x week for the 2 months and then 1x month for 4 months.

15d - Resident Abuse-Notification

1. Requirements

2600.

15.d. The home shall immediately notify the resident and the resident's designated person of a report of suspected abuse or neglect involving the resident.

Description of Violation

On 5/4/22 at approximately 8:45pm, resident #1 wandered into the shared bedroom of resident #2 and resident #3, where staff person A and staff person B were preparing to assist resident #3 in the shower. Staff person A put [redacted] arm around resident #1's waist and began walking [redacted] towards the door. Resident #1 swung [redacted] arm up to hit staff person A. Staff person A put [redacted] hand up and blocked resident #1's arm and continued to forcefully push resident #1's arm down, causing [redacted] to fall forward. Staff person B caught resident #1 and prevented [redacted] from falling. Staff person A said to

15d - Resident Abuse-Notification (continued)

resident #1, "This is why you don't hit me. I will react." Resident #1 was visibly upset and crying after the incident and staff person B took [redacted] to the dining room and consoled [redacted]. However, staff person B did not report this incident to staff person C, the administrator, until 5/7/22. The home did not notify the resident's designated person of this incident until 5/7/22.

Plan of Correction

Accept

Staff member A was suspended by Parkside North East Administrator on May 7. On May 19 staff member A was terminated by LECOM Human Resource. Staff member A never enter Parkside NE during [redacted] suspension. Parkside North East had a staff in-service about abuse, neglect and who/when to report abuse to done by the Nurse Manger on 5/9/22 with a sign in sheet. Parkside North East will be conducting a monthly in-service from September 2022 -June 2023 covering abuse and resident rights. The in services will be done by the Administrator and/ or the designee with a sign in sheet. Parkside Northeast will conduct a staff interview about Abuse which will done by the Administrator and/or the designee. We will interview 4 staff members 1x week for the 2 months and then 1x month for 4 months. Parkside Northeast will conduct a resident interview about treatment/care which will done by the Administrator and/or the designee. We will interview 4 residents 1x week for the 2 months and then 1x month for 4 months.

Completion Date: 09/23/2022

Document Submission

Implemented

Staff member A was suspended by Parkside North East Administrator on May 7. On May 19 staff member A was terminated by LECOM Human Resource. Staff member A never enter Parkside NE during [redacted] suspension. Parkside North East had a staff in-service about abuse, neglect and who/when to report abuse to done by the Nurse Manger on 5/9/22 with a sign in sheet. Parkside North East will be conducting a monthly in-service from September 2022 -June 2023 covering abuse and resident rights. The in services will be done by the Administrator and/ or the designee with a sign in sheet. Parkside Northeast will conduct a staff interview about Abuse which will done by the Administrator and/or the designee. We will interview 4 staff members 1x week for the 2 months and then 1x month for 4 months. Parkside Northeast will conduct a resident interview about treatment/care which will done by the Administrator and/or the designee. We will interview 4 residents 1x week for the 2 months and then 1x month for 4 months.

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 5/4/22 at approximately 8:45pm, resident #1 wandered into the shared bedroom of resident #2 and resident #3, where staff person A and staff person B were preparing to assist resident #3 in the shower. Staff person A put [redacted] arm around resident #1's waist and began walking [redacted] towards the door. Resident #1 swung [redacted] arm up to hit staff person A. Staff person A put [redacted] r hand up and blocked resident #1's arm and continued to forcefully push resident #1's arm down, causing [redacted] to fall forward. Staff person B caught resident #1 and prevented [redacted] r from falling. Staff person A said to resident #1, "This is why you don't hit me. I will react." Resident #1 was visibly upset and crying after the incident and staff person B took [redacted] to the dining room and consoled [redacted]. However, staff person B did not report this incident to staff

16c - Written Incident Report (continued)

person C, the administrator, until 5/7/22. The home did not report this incident to the Department until 5/7/22.

Plan of Correction**Accept**

Staff member A was suspended by Parkside North East Administrator on May 7. On May 19 staff member A was terminated by LECOM Human Resource. Staff member A never enter Parkside NE during [REDACTED] suspension. Parkside North East had a staff in-service about abuse, neglect and who/when to report abuse to done by the Nurse Manger on 5/9/22 with a sign in sheet. Parkside North East will be conducting a monthly in-service from September 2022 -June 2023 covering abuse and resident rights. The in services will be done by the Administrator and/ or the designee with a sign in sheet. Parkside Northeast will conduct a staff interview about Abuse which will done by the Administrator and/or the designee. We will interview 4 staff members 1x week for the 2 months and then 1x month for 4 months. Parkside Northeast will conduct a resident interview about treatment/care which will done by the Administrator and/or the designee. We will interview 4 residents 1x week for the 2 months and then 1x month for 4 months.

Completion Date: 09/23/2022

Document Submission**Implemented**

Staff member A was suspended by Parkside North East Administrator on May 7. On May 19 staff member A was terminated by LECOM Human Resource. Staff member A never enter Parkside NE during [REDACTED] suspension. Parkside North East had a staff in-service about abuse, neglect and who/when to report abuse to done by the Nurse Manger on 5/9/22 with a sign in sheet. Parkside North East will be conducting a monthly in-service from September 2022 -June 2023 covering abuse and resident rights. The in services will be done by the Administrator and/ or the designee with a sign in sheet. Parkside Northeast will conduct a staff interview about Abuse which will done by the Administrator and/or the designee. We will interview 4 staff members 1x week for the 2 months and then 1x month for 4 months. Parkside Northeast will conduct a resident interview about treatment/care which will done by the Administrator and/or the designee. We will interview 4 residents 1x week for the 2 months and then 1x month for 4 months.

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

On 5/4/22 at approximately 8:45pm, resident #1 wandered into the shared bedroom of resident #2 and resident #3, where staff person A and staff person B were preparing to assist resident #3 in the shower. Staff person A put [REDACTED] arm around resident #1's waist and began walking [REDACTED] towards the door. Resident #1 swung [REDACTED] arm up to hit staff person A. Staff person A put [REDACTED] hand up and blocked resident #1's arm, and continued to forcefully push resident #1's arm down, causing [REDACTED] to fall forward. Staff person B caught resident #1 and prevented [REDACTED] from falling. Staff person A said to resident #1, "This is why you don't hit me. I will react." Resident #1 was visibly upset and crying after the incident and staff person B took [REDACTED] to the dining room and consoled [REDACTED]

Plan of Correction**Accept**

Staff member A was suspended by Parkside North East Administrator on May 7. On May 19 staff member A was

42b - Abuse (continued)

terminated by LECOM Human Resource. Staff member A never enter Parkside NE during [REDACTED] suspension. Parkside North East had a staff in-service about abuse, neglect and who/when to report abuse to done by the Nurse Manger on 5/9/22 with a sign in sheet. Parkside North East will be conducting a monthly in-service from September 2022 -June 2023 covering abuse and resident rights. The in services will be done by the Administrator and/ or the designee with a sign in sheet. Parkside Northeast will conduct a staff interview about Abuse which will done by the Administrator and/or the designee. We will interview 4 staff members 1x week for the 2 months and then 1x month for 4 months. Parkside Northeast will conduct a resident interview about treatment/care which will done by the Administrator and/or the designee. We will interview 4 residents 1x week for the 2 months and then 1x month for 4 months.

Completion Date: 09/23/2022

Document Submission

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