

Department of Human Services  
Bureau of Human Service Licensing

June 27, 2022

[REDACTED]  
CARE HSL NEWTOWN OPCO LLC  
[REDACTED]  
[REDACTED]

RE: THE BIRCHES AT NEWTOWN  
70 DURHAM ROAD  
NEWTOWN, PA, 18940  
LICENSE/COC#: 14230

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 05/19/2022 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: *THE BIRCHES AT NEWTOWN* License #: 14230 License Expiration: 09/15/2022  
Address: 70 DURHAM ROAD, NEWTOWN, PA 18940  
County: BUCKS Region: SOUTHEAST

**Administrator**

Name: [REDACTED] Phone: 2154977400 Email: [REDACTED]

**Legal Entity**

Name: *CARE HSL NEWTOWN OPCO LLC*  
Address: 660 SENTRY PARKWAY, SUITE 220, C/O HERITAGE SENIOR LIVING, BLUE BELL, PA, 19422  
Phone: 2154977400 Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: C-1 Date: 12/31/2014 Issued By: *Newtown Township*

**Staffing Hours**

Resident Support Staff: 0 Total Daily Staff: 183 Waking Staff: 137

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
Reason: *Incident* Exit Conference Date: 05/19/2022

**Inspection Dates and Department Representative**

05/19/2022 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: 120 Residents Served: 105

**Secured Dementia Care Unit**

In Home: *Yes* Area: *SCDU* Capacity: 60 Residents Served: 50

**Hospice**

Current Residents: 0

**Number of Residents Who:**

Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 105  
Diagnosed with Mental Illness: 4 Diagnosed with Intellectual Disability: 0  
Have Mobility Need: 78 Have Physical Disability: 11

**Inspections / Reviews**

05/19/2022 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: 06/16/2022

Inspections / Reviews (*continued*)

06/13/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: *06/18/2022*

06/27/2022 - Document Submission

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

## 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 [REDACTED], Staff Person A was pulled from another wing in the building to assist with preparations and transferring of Resident #1 to the emergency room after a fall. Everyone left the resident's room upon completion of the task. However, twenty minutes later, Staff Person A, returned, pretended to fix the bed linen and then reached over to the nightstand, turned the camera away and removed \$60.00 from the resident's purse.

Staff person A stated, when later questioned by the home, if the money was returned could they keep the job. The home terminated Staff Person A.

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

- Executive Director was made aware of the theft that was captured on a monitoring device in the resident's room.
- Staff member was terminated based on the evidence.
- The \$60.00 was credited back to the resident's bill on behalf of the community, and a lock box was installed for the resident to secure money and valuables moving forward.
- All staff Meeting was held on 5/4/2022, where Resident Rights and exploitation were reviewed. Additionally, staff was reminded to inform Executive Director should they observe a resident's valuables not secured so Executive Director can encourage the use of the lock box.
- Residents and Responsible Parties were sent an email as a reminder to secure valuables and request lock box if needed.
- A request form to accept or decline a lock box will now be added to the move in packet to ensure the resident has had the opportunity to have one installed if they desire.

**Completion Date:** 05/06/2022

**Document Submission****Implemented**

- Executive Director was made aware of the theft that was captured on a monitoring device in the resident's room.
- Staff member was terminated based on the evidence.
- The \$60.00 was credited back to the resident's bill on behalf of the community, and a lock box was installed for the resident to secure money and valuables moving forward.
- All staff Meeting was held on 5/4/2022, where Resident Rights and exploitation were reviewed. Additionally, staff was reminded to inform Executive Director should they observe a resident's valuables not secured so Executive Director can encourage the use of the lock box.
- Residents and Responsible Parties were sent an email as a reminder to secure valuables and request lock box if needed.
- A request form to accept or decline a lock box will now be added to the move in packet to ensure the resident has had the opportunity to have one installed if they desire.

## 54a - Direct Care Staff

## 1. Requirements

2600.

**54a - Direct Care Staff (continued)**

54.a. Direct care staff persons shall have the following qualifications:

1. Be 18 years of age or older, except as permitted in subsection (b).
2. Have a high school diploma, GED or active registry status on the Pennsylvania nurse aide registry.
3. Be free from a medical condition, including drug or alcohol addiction, that would limit direct care staff persons from providing necessary personal care services with reasonable skill and safety.

**Description of Violation**

*Direct care staff person A, does not have a high school diploma, GED, or active registry status on the Pennsylvania nurse aide registry.*

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

- *Staff member was hired on [REDACTED] 1, and came to us with extensive experience as an HHA.*
- *A waiver was requested and denied based on the fact that a regulation could not be waived.*
- *Staff member agreed to enroll in GED program, and was given the information by the Business Office Manager.*
- *Staff member was punctual, outstanding performance, and praised by the residents and [REDACTED] peers.*
- *At the time of the incident, it was discovered that the staff member had not provided the certificate of the completed GED program.*
- *Business Office Manager conducted an audit of all current employees to ensure the proper credentials are present in files.*
- *Business Office Manager will pass of to The Executive Director or designee all new hire files for review to ensure all required documentation is present prior to filing.*
- *a sample of resident and staff records are reviewed as part of the Quarterly QA.*

**Completion Date:** 06/03/2022

**Document Submission****Implemented**

- *Staff member was hired on [REDACTED], and came to us with extensive experience as an HHA.*
- *A waiver was requested and denied based on the fact that a regulation could not be waived.*
- *Staff member agreed to enroll in GED program, and was given the information by the Business Office Manager.*
- *Staff member was punctual, outstanding performance, and praised by the residents and [REDACTED] peers.*
- *At the time of the incident, it was discovered that the staff member had not provided the certificate of the completed GED program.*
- *Business Office Manager conducted an audit of all current employees to ensure the proper credentials are present in files.*
- *Business Office Manager will pass of to The Executive Director or designee all new hire files for review to ensure all required documentation is present prior to filing.*
- *a sample of resident and staff records are reviewed as part of the Quarterly QA.*