

Department of Human Services  
Bureau of Human Service Licensing

July 5, 2022

[REDACTED]  
TWINING RETIREMENT COMMUNITY LLC  
[REDACTED]

RE: HOLLAND SENIOR LIVING  
COMMUNITY  
1400 OLD JORDAN ROAD  
HOLLAND, PA, 18966  
LICENSE/COC#: 14657

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 05/25/2022 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**

**Facility Information**

Name: *HOLLAND SENIOR LIVING COMMUNITY* License #: *14657* License Expiration: *08/30/2022*  
Address: *1400 OLD JORDAN ROAD, HOLLAND, PA 18966*  
County: *BUCKS* Region: *SOUTHEAST*

**Administrator**

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

**Legal Entity**

Name: *TWINING RETIREMENT COMMUNITY LLC*  
Address: [REDACTED]  
Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *74* Waking Staff: *56*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
Reason: *Complaint* Exit Conference Date: *06/13/2022*

**Inspection Dates and Department Representative**

05/25/2022 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: *152* Residents Served: *57*

**Secured Dementia Care Unit**

In Home: *Yes* Area: *Memory Care* Capacity: *152* Residents Served: *57*

**Hospice**

Current Residents: *NM*

**Number of Residents Who:**

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *56*  
Diagnosed with Mental Illness: *1* Diagnosed with Intellectual Disability: *0*  
Have Mobility Need: *17* Have Physical Disability: *0*

**Inspections / Reviews**

**05/25/2022 - Partial**

Lead Inspector: [REDACTED] Follow Up Type: *POC Submission* Follow Up Date: *06/27/2022*

**06/28/2022 POC Submission**

Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *07/05/2022*

Inspections / Reviews *(continued)*

07/05/2022 - Document Submission

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

23a - Activities of Daily Living Assistance

1. Requirements

2600.

23.a. A home shall provide each resident with assistance with ADLs as indicated in the resident’s assessment and support plan.

Description of Violation

The assessment and support plan, dated [redacted]/22, for resident #1 indicates the resident requires personal care needs, assistance as needed. On [redacted]/22, resident #1 rang the call-bell at [redacted]pm. Based on the Room Event Report, the home did not respond to the "pendant emergency" for 55:56 minutes (nearly an hour).

Plan of Correction

Accept

Our POC will be prepare and executed as a means to continually improve the quality of care and customer service and to comply with all applicable state and federal regulatory requirements under 2600.23a

Issue: Resident pressed call bell for assistance and call bell shows [redacted] was not answered in a timely manner.

Action: Call bell assessment review checked to ensure they are being answered in an acceptable time period.

Plan: When call bell is not reset, staff will notify the med tech, nurse or CSM / Admin to let them know the actual time of care given. Inservice initiated.

Sustain: Weekly call bell reports will be generated on the night shift and evaluated by nursing. This will be passed to Admin every Tuesday.

Completion Date: 06/27/2022

Document Submission

Implemented

Our POC will be prepare and executed as a means to continually improve the quality of care and customer service and to comply with all applicable state and federal regulatory requirements under 2600.23a

Issue: Resident pressed call bell for assistance and call bell shows [redacted] was not answered in a timely manner.

Action: Call bell assessment review checked to ensure they are being answered in an acceptable time period.

Plan: When call bell is not reset, staff will notify the med tech, nurse or CSM / Admin to let them know the actual time of care given. Inservice initiated.

Sustain: Weekly call bell reports will be generated on the night shift and evaluated by nursing. This will be passed to Admin every Tuesday.

60c - Housekeeping/Maintenance

1. Requirements

2600.

60.c. Additional staff hours, or contractual hours, shall be provided as necessary to meet the laundry, food service, housekeeping and maintenance needs of the home.

Description of Violation

Meal service was not provided in the dining room on:

5/21/22 - the dining room was closed for breakfast.

5/22/22 - the dining room was closed for breakfast and dinner.

According to staff timecards and staff interviews, dining room service was not provided due to a lack of staff to complete the task.

60c - Housekeeping/Maintenance (continued)

On 5/21/22 there were only three dietary staff working. The three staff worked:

- 10:28am - 6:57pm
- 7:03am - 4:51pm
- 6:52am - 2:25pm

On 5/22/22 there were only two dietary staff working. The two staff worked:

- 7:06am - 6:35pm
- 6:59am - 2:37pm

**Plan of Correction**

**Accept**

Our POC will be prepare and executed as a means to continually improve the quality of care and customer service and to comply with all applicable state and federal regulatory requirements under 2600.60c

ssue: Staffing was not secured for the dining room hours that were needed to open for accommodation of the residents.

Plan: New Director of Culinary has hired the needed staff members to maintain an open dining room.

Sustain: In the event that the dining room will be closed, the culinary manager will let the administrator or the clinical service manager so the proper provisions can be made to open using management if necessary.

Completion Date: 06/27/2022

**Document Submission**

**Implemented**

Our POC will be prepare and executed as a means to continually improve the quality of care and customer service and to comply with all applicable state and federal regulatory requirements under 2600.60c

ssue: Staffing was not secured for the dining room hours that were needed to open for accommodation of the residents.

Plan: New Director of Culinary has hired the needed staff members to maintain an open dining room.

Sustain: In the event that the dining room will be closed, the culinary manager will let the administrator or the clinical service manager so the proper provisions can be made to open using management if necessary.

104e - Daily Meals/Dining Room

**1. Requirements**

2600.

104.e. Breakfast, midday and evening meals shall be served to residents in a dining room except in the following situations:

1. Service in the resident's room shall be available at no additional charge when the resident is unable to come to the dining room due to illness.
2. When room service is available in a home, a resident may choose to have a meal served in the resident's room. This service shall be provided at the resident's request and may not replace daily meals in a dining room.

**Description of Violation**

Meal service was not provided in the dining room and meals were served in resident rooms on:

5/18/22 - the dining room was closed for breakfast and dinner.

5/19/22 - the dining room was closed for dinner.

5/20/22 - the dining room was closed for dinner.

5/21/22 - the dining room was closed for breakfast.

104e - Daily Meals/Dining Room (continued)

5/22/22 - the dining room was closed for breakfast and dinner.

Plan of Correction

Accept

Our POC will be prepare and executed as a means to continually improve the quality of care and customer service and to comply with all applicable state and federal regulatory requirements under 2600.104e

ssue: Dining room was closed causing the residents to not have access to the dining room.

Plan: New Director of Culinary has hired the needed staff members to maintain an open dining room.

Sustain: In the event that the dining room will be closed, the culinary manager will let the administrator or the clinical service manager so the proper provisions can be made to open using management if necessary.

Completion Date: 06/27/2022

Document Submission

Implemented

Our POC will be prepare and executed as a means to continually improve the quality of care and customer service and to comply with all applicable state and federal regulatory requirements under 2600.104e

ssue: Dining room was closed causing the residents to not have access to the dining room.

Plan: New Director of Culinary has hired the needed staff members to maintain an open dining room.

Sustain: In the event that the dining room will be closed, the culinary manager will let the administrator or the clinical service manager so the proper provisions can be made to open using management if necessary.

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 5/23/22 was not posted in Personal Care or Memory Care.

Plan of Correction

Accept

Our POC will be prepare and executed as a means to continually improve the quality of care and customer service and to comply with all applicable state and federal regulatory requirements under 2600.162c

ssue: The current weeks menu was not properly posted in the memory care unit nor in personal care.

Action: Immediately put the menu back up on the boards and advised all staff members to check it daily due to residents removing it.

Plan: Every Sunday a new menu will be placed by the culinary manager with the next week's options.

Sustain: Administrator / clinical service manager will follow up with the weekly checking of the menu's. Should a copy be missing, extra copies are passed to them on Sundays.

Completion Date: 06/27/2022

Document Submission

Implemented

Our POC will be prepare and executed as a means to continually improve the quality of care and customer service and to comply with all applicable state and federal regulatory requirements under 2600.162c

ssue: The current weeks menu was not properly posted in the memory care unit nor in personal care.

Action: Immediately put the menu back up on the boards and advised all staff members to check it daily due to residents removing it.

Plan: Every Sunday a new menu will be placed by the culinary manager with the next week's options.

Sustain: Administrator / clinical service manager will follow up with the weekly checking of the menu's. Should a

*162c - Menus Posted (continued)*

*copy be missing, extra copies are passed to them on Sundays.*