

Department of Human Services
Bureau of Human Service Licensing

August 24, 2022

[REDACTED]
SQR OPCO LLC
[REDACTED]
[REDACTED]

RE: ATRIA LAFAYETTE HILL
9303 RIDGE PIKE
PHILADELPHIA, PA, 19128
LICENSE/COC#: 14665

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/14/2022, 06/21/2022 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: *ATRIA LAFAYETTE HILL* License #: *14665* License Expiration: *05/12/2023*
Address: *: 9303 RIDGE PIKE, PHILADELPHIA, PA 19128*
County: *PHILADELPHIA* Region: *SOUTHEAST*

Administrator

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

Legal Entity

Name: *SQR OPCO LLC*
Address: [REDACTED]
Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *121* Waking Staff: *91*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Complaint* Exit Conference Date: *06/21/2022*

Inspection Dates and Department Representative

06/14/2022 On Site [REDACTED]
06/21/2022 Off Site [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *170* Residents Served: *83*

Secured Dementia Care Unit

In Home: *Yes* Area: *Memory Care* Capacity: *34* Residents Served: *19*

Hospice

Current Residents: *NM*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *83*
Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *38* Have Physical Disability: *1*

Inspections / Reviews

06/14/2022 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *07/28/2022*

Inspections / Reviews *(continued)*

07/28/2022 - POC Submission

Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *08/08/2022*

08/24/2022 - 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]/22, there were 91 residents in the home, 19 on the secure dementia unit and a total of 64 with mobility needs.

Based on the actual clock-in timesheets provided for all staff working on [REDACTED]/22, there was only two direct care workers on the 7:00am - 3:30pm shift responsible for providing care to the entire building, four floors which includes Personal Care and Memory Care. The home confirmed there were only two direct care staff working the 7:00AM - 3:30PM shift.

The home put a plant in the common area of the SDCU and resident #1 was observed eating the dirt and plant.

Plan of Correction

Accept

- Regional Vice President (RVP) reviewed all schedules and compared to resident care assessed needs.
- SDCU Director removed the plant from the SDCU.
- RVP adjusted staffing coverage moving forward to the appropriate levels for each day of the week. Currently, during the shift in question (7am-3:30pm) community has 3 caregivers plus 1 Med Tech in SDCU, and 3 Caregivers plus one Med Tech in Caregivers in Personal Care Home – total of 8 staff present in the community during the shift in question. RVP has also scheduled Resident Service Director (LPN) scheduled 5 days out of the week during this shift in question.
- RVP has scheduled weekly meetings for the next 90 days to review schedules with Directors, including SDCU Director to ensure weekly schedules provide necessary coverage moving forward.

Completion Date: 07/27/2022

Document Submission

Implemented

- Regional Vice President (RVP) reviewed all schedules and compared to resident care assessed needs.
- SDCU Director removed the plant from the SDCU.
- RVP adjusted staffing coverage moving forward to the appropriate levels for each day of the week. Currently, during the shift in question (7am-3:30pm) community has 3 caregivers plus 1 Med Tech in SDCU, and 3 Caregivers plus one Med Tech in Caregivers in Personal Care Home – total of 8 staff present in the community during the shift in question. RVP has also scheduled Resident Service Director (LPN) scheduled 5 days out of the week during this shift in question.
- RVP has scheduled weekly meetings for the next 90 days to review schedules with Directors, including SDCU Director to ensure weekly schedules provide necessary coverage moving forward.

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

Based on the housekeeping schedule and staff interviews, there was no housekeeping services or housekeeping staff in the building on Sundays or Mondays.

60c - Housekeeping/Maintenance (continued)

Additionally, on 6/1/22 through 6/11/22, there was no housekeeping services provided on the SDCU. Direct care workers were required to provide daily housekeeping in addition to providing direct care services to the 19 residents on the unit with dementia and mobility needs. However, direct care workers stated they could not provide daily housekeeping and provide direct care services to the residents on the unit as they were already short staff. Direct care workers stated, as a result the SDU was unsanitary, smelled of urine and not clean.

According to housekeeping staff and the Maintenance Director, housekeeping services were not provided on the SDU during this timeframe. They stated staff person A told them not to go to the SDU because the unit was on lock down due to a covid outbreak. Additionally, they stated the service was not provided due to a lack of staff to complete the task as there were only two housekeepers that were responsible for cleaning the entire building, four floors which includes Personal Care, Memory Care and doing laundry services. The housekeeping staff stated they are overworked and burned out and have been working 100 plus hours per week. The Maintenance Director confirmed that housekeeping is overworked and short staff.

Direct care workers stated that housekeeping services on the SDU was essential during the covid outbreak. They stated the SDU has not had a thorough post-covid cleaning or disinfectant.

Plan of Correction

Accept

- Regional Vice President (RVP) reviewed all schedules and compared to housekeeping needs of the SDCU.
- SDCU common areas were thoroughly cleaned by a professional cleaning vendor on 7/19/22 and comprehensive cleaning of apartments in the SDCU scheduled for 7/28/22.
- RVP has adjusted staffing to appropriate levels. In addition, community has hired designated SDCU housekeepers who will be providing service to SDCU residents 7days/week. Current and adjusted community budget calls for 3 Full Time housekeepers per day – out of which one is designated to the SDCU.
- RVP has scheduled weekly meetings for the next 90 days to review schedules with Directors, including Maintenance Director to ensure weekly schedules provide necessary coverage moving forward.

Completion Date: 07/27/2022

Document Submission

Implemented

- Regional Vice President (RVP) reviewed all schedules and compared to housekeeping needs of the SDCU.
- SDCU common areas were thoroughly cleaned by a professional cleaning vendor on 7/19/22 and comprehensive cleaning of apartments in the SDCU scheduled for 7/28/22.
- RVP has adjusted staffing to appropriate levels. In addition, community has hired designated SDCU housekeepers who will be providing service to SDCU residents 7days/week. Current and adjusted community budget calls for 3 Full Time housekeepers per day – out of which one is designated to the SDCU.
- RVP has scheduled weekly meetings for the next 90 days to review schedules with Directors, including Maintenance Director to ensure weekly schedules provide necessary coverage moving forward.

82c - Locking Poisonous Materials

1. Requirements

2600.

82.c. Poisonous materials shall be kept locked and inaccessible to residents unless all of the residents living in the home are able to safely use or avoid poisonous materials.

82c - Locking Poisonous Materials (continued)

Description of Violation

A complaint allegation alleges that residents on the SDU were eating bars of soap. On 6/14/22, during the physical site inspection, bars of soap were observed on the bathroom sinks in resident bathrooms IN the SDCU. All residents have not been assessed and deemed safe around poisonous materials.

Plan of Correction

Accept

- RVP had locksmith services performed on each resident apartment's designated safety & poisonous material drawers deeming them operable and moved all potentially poisonous materials to the secured drawers in each resident apartment.
- Resident Service Director (RSD) and Divisional Director of Care Management (DDCM) re-assessed all residents in SDCU to reflect their ability to be around poisonous materials.
- RVP provided all SDCU staff with a key to those drawers, and for those residents who have not been deemed safe around poisonous materials, items will be locked away after use.
- DDCM in-serviced RSD and SDCU Director on Safe Use/Locking of Poisonous Materials.
- A monthly check of poisonous material drawers in each apartment by the Maintenance Director (MD) or designee has been added to the Preventative Maintenance system.

Completion Date: 07/27/2022

Document Submission

Implemented

- RVP had locksmith services performed on each resident apartment's designated safety & poisonous material drawers deeming them operable and moved all potentially poisonous materials to the secured drawers in each resident apartment.
- Resident Service Director (RSD) and Divisional Director of Care Management (DDCM) re-assessed all residents in SDCU to reflect their ability to be around poisonous materials.
- RVP provided all SDCU staff with a key to those drawers, and for those residents who have not been deemed safe around poisonous materials, items will be locked away after use.
- DDCM in-serviced RSD and SDCU Director on Safe Use/Locking of Poisonous Materials.
- A monthly check of poisonous material drawers in each apartment by the Maintenance Director (MD) or designee has been added to the Preventative Maintenance system.

85a - Sanitary Conditions

1. Requirements

- 2600.
- 85.a. Sanitary conditions shall be maintained.

Description of Violation

On 6/14/22, the SDU was observed with the following unsanitary conditions.

- Room [redacted] - smells like urine. The resident's couch is soiled and stained.
- Room [redacted] - toilet soiled.
- Room [redacted] - toilet soiled.
- Room [redacted] - toilet soiled.
- Room [redacted] - toilet soiled.
- Room [redacted] sink needs to be cleaned, observed dirty
- Room [redacted] - strong urine smell. Staff stated that the resident hides incontinent underwear in the room.

85a - Sanitary Conditions (continued)

- Room [REDACTED] - toilet bowl needs to be cleaned.
- Room [REDACTED] - strong urine smell and a basket of dirty laundry left on floor.
- Room [REDACTED] - toilet bowl needs to be cleaned.
- Room [REDACTED] - the resident stated no one cleans their room. The bathroom needed to be cleaned.

The bathroom outside resident activity/sitting area smelled like urine.

Trash cans in multiple resident bedrooms was overflowing with trash.

Plan of Correction

Accept

- RVP and DMD had professional cleaning vendor cleaned/sanitized all common areas on 7/19 and 7/21. In addition, same vendor is returning on 7/28 to complete cleaning of all SDCU apartments and hallways.
- RVP and Divisional Maintenance Director (DMD) performed a full walk through SDCU including common areas and resident apartments isolating all maintenance & housekeeping items to be addressed.
- RVP and DMD will ensure all maintenance work orders are recorded and addressed by end date of the month (7/31).
- RVP and DMD secured a designated housekeeper to focus on daily housekeeping in the SDCU.
- A weekly check of the common areas and apartments by the MD or designee has been added to the Preventative Maintenance checklist.

Completion Date: 07/31/2022

Document Submission

Implemented

- RVP and DMD had professional cleaning vendor cleaned/sanitized all common areas on 7/19 and 7/21. In addition, same vendor is returning on 7/28 to complete cleaning of all SDCU apartments and hallways.
- RVP and Divisional Maintenance Director (DMD) performed a full walk through SDCU including common areas and resident apartments isolating all maintenance & housekeeping items to be addressed.
- RVP and DMD will ensure all maintenance work orders are recorded and addressed by end date of the month (7/31).
- RVP and DMD secured a designated housekeeper to focus on daily housekeeping in the SDCU.
- A weekly check of the common areas and apartments by the MD or designee has been added to the Preventative Maintenance checklist.

101i - Access to Bedroom

1. Requirements

- 2600.
- 101.i. A resident shall have access to his bedroom at all times.

Description of Violation

On 6/14/2/22, during the physical site inspection resident bedroom doors were observed locked.

- Room [REDACTED] the bedroom door was locked, and the resident did not have a key or access to their bedroom.
- Room [REDACTED] the bedroom door was locked, and the resident did not have a key or access to their bedroom.
- Room [REDACTED] the bedroom door was locked, and the resident did not have a key or access to their bedroom.
- Room [REDACTED] the bedroom door was locked. The resident stated that they could not get in their room and the door is locked. Staff stated that the door is kept locked to keep the resident from dumping their urinal on the floor.
- Room [REDACTED] a shared room that is occupied by two residents was locked. The residents did not have a key or access to their bedroom.

101i - Access to Bedroom (continued)

Plan of Correction

Accept

- RVP and DMD had a Professional Locksmith vendor serviced all SDCU apartments to ensure locks and keys are operable.
- DDCM and RSD updated all SDCU residents' assessments to ensure residents can use their own key to access apartment.
- DDCM and RSD in-serviced all SDCU staff regarding resident having access to their apartments at all times.
- A monthly check of apartment doors and keys by the MD or designee has been added to the Preventative Maintenance Checklist.

Completion Date: 07/27/2022

Document Submission

Implemented

- RVP and DMD had a Professional Locksmith vendor serviced all SDCU apartments to ensure locks and keys are operable.
- DDCM and RSD updated all SDCU residents' assessments to ensure residents can use their own key to access apartment.
- DDCM and RSD in-serviced all SDCU staff regarding resident having access to their apartments at all times.
- A monthly check of apartment doors and keys by the MD or designee has been added to the Preventative Maintenance Checklist.