



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

Sent via e-mail [REDACTED]  
Sent via e-mail [REDACTED]  
August 15, 2022

[REDACTED]

[REDACTED]

Ann's Choice, Inc.  
16000 Ann's Choice Way  
Warminster, Pennsylvania 18974

RE: Ann's Choice  
License #: 14439

Dear [REDACTED]:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing (Department), licensing inspections on July 1, 2022 found violations with 55 pa. Code Ch. 2800 (relating to Assisted Living Residence). The enclosed Licensing Inspection Summary (LIS) specifies the violations.

On July 1, 2022, we sent the above LIS along with a letter requesting that you complete a plan to correct the violations. To date, we have not received an acceptable plan to correct the violations; therefore, we have attached a directed plan to correct the violations.

All violations specified on the LIS must be corrected by the dates specified on the report and continued compliance with 55 pa. Code Ch. 2800 (relating to Assisted Living Residence) must be maintained. Failure to implement the plan of correction or failure to maintain compliance may result in a revocation of the license.

If you have any questions, please contact [REDACTED]

Sincerely,

[REDACTED]

[REDACTED]

Human Services Licensing Supervisor

Enclosure  
Licensing Inspection Summary

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

**Facility Information**

Name: *ANN'S CHOICE* License #: *14439* License Expiration: *01/02/2023*  
Address: *16000 ANN'S CHOICE WAY, WARMINSTER, PA 18974*  
County: *BUCKS* Region: *SOUTHEAST*

**Administrator**

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

**Legal Entity**

Name: *ANNS CHOICE INC*  
Address: *16000 ANN'S CHOICE WAY, WARMINSTER, PA, 18974*  
Phone: *2154433900* Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *I-2* Date: *11/19/2018* Issued By: *Warminster Township*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *109* Waking Staff: *82*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
Reason: *Incident* Exit Conference Date: *07/01/2022*

**Inspection Dates and Department Representative**

07/01/2022 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: *98* Residents Served: *96*

**Special Care Unit**

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

**Hospice**

Current Residents: *3*

**Number of Residents Who:**

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *58*  
Diagnosed with Mental Illness: *4* Diagnosed with Intellectual Disability: *0*  
Have Mobility Need: *13* Have Physical Disability: *0*

Inspections / Reviews

07/01/2022 - Partial

Lead Inspector: [REDACTED]

Follow-Up Type:

Follow-Up Date:

## 42c Dignity/Respect

## 1. Requirements

2800.

42.c. A resident shall be treated with dignity and respect.

**Description of Violation**

On 7/1/22, the Department observed two staff personnel fail to provide dignity and respect for the concerns of resident #1 and resident #2.

- At 2:33 pm, resident #1 made a request for staff to change the bed linen before the end of the shift. The Department representative notice the request was being ignored, staff person A did not respond. The Department inquired if the bed linen could be changed before the shift was complete. The Department representative walked with resident #1 to find out [REDACTED] room number. Staff person A, walked down the hall and ignored the request. Staff person B, found the Department representative and acknowledged that [REDACTED] would change the bed linen immediately due to the lack of response of staff person A.
- The Department was outside the door of resident #2, because personal care was being provided. Staff person C, was not aware that the Department was waiting at the door out of respect for the privacy of resident #2. Staff person C, was saying to the resident the following, "Why didn't you ring, it's time for me to go! My shift is done! I need to go home!" In a timid voice, resident #2 said, "Oh you have to go home?" Staff person said, "Yeah, you have to hurry up!" When staff person C exited the room, the Department inquired if the resident was receiving a shower? Staff person C, responded with the following: "No, [REDACTED] using the bathroom!" Staff person C, failed to show respect to resident #2 rushing [REDACTED] use of the bathroom and communicating to hurry up, [REDACTED] had to go home!

**Correction****Directed**

Within 5 calendar days of receipt of the plan of correction: The administrator will develop and implement a system to ensure residents are treated with dignity and respect. The administrator will provide continual reinforcement and emphasis on these goals through discussions at staff meetings and any staff training sessions.

Within 15 calendar days of receipt of the plan of correction: The administrator will privately interview five residents a week for six months and monthly thereafter to ensure residents are treated with dignity and respect. Documentation of interviews shall be kept.

All direct care staff, ancillary staff persons, substitute personnel, volunteers and management staff including the administrator shall receive training in abuse and resident rights from a Department-approved outside source.

Documentation of training shall be kept. [REDACTED] 8/12/22

**Completion Date:**