



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: August 2, 2022

[REDACTED]
Southwestern Healthcare Operations LLC
512 North Lewis Run Road
Pittsburgh, Pennsylvania 15122

RE: The Residence at Arrowood
License/COC#: 452150

Dear [REDACTED]:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department), licensing inspections on July 7, 2022, of the above facility, that is operating pending an appeal, the violations with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed Licensing Inspection Summary were found.

Correction of these violations in accordance with the specified plan of correction is required. Failure to correct these violations may result in further licensing enforcement action.

Sincerely,

A handwritten signature in black ink that reads "Jamie F. Buchenauer".

Jamie Buchenauer
Deputy Secretary
Office of Long-term Living

Enclosure
Licensing Inspection Summary

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

Facility Information

Name: *THE RESIDENCE AT ARROWOOD* License #: *45215* License Expiration: *04/30/2022*
Address: *512 N LEWIS RUN ROAD, PITTSBURGH, PA 15122*
County: *ALLEGHENY* Region: *WESTERN*

Administrator

Name: [REDACTED] Phone: *412-469-3330* Email: [REDACTED]

Legal Entity

Name: *SOUTHWESTERN HEALTHCARE OPERATIONS LLC*
Address: *512 NORTH LEWIS RUN ROAD, PITTSBURGH, PA, 15122*
Phone: *4124693330* Email: [REDACTED]

Certificate(s) of Occupancy

Type: *Other* Date: *12/05/2013* Issued By: *Borough of Pleasant Hills*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *40* Waking Staff: *30*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Complaint, Monitoring* Exit Conference Date: *07/07/2022*

Inspection Dates and Department Representative

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

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *84* Residents Served: *29*

Secured Dementia Care Unit

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

Hospice

Current Residents: *2*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *29*
Diagnosed with Mental Illness: *16* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *11* Have Physical Disability: *0*

Inspections / Reviews

07/07/2022 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *Exception* Follow-Up Date:

185a - Implement Storage Procedures

1. Requirements

2600.

185.a. The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.

Description of Violation

Resident #1 is prescribed benzonatate 100 mg capsule – take 100 mg by mouth 3 (three) times a day as needed for cough. However, at 3:45 p.m., this medication was not available in the home.

Correction

Directed

DIRECTED

Within one calendar day of receipt of the accepted plan of correction: The administrator or designated staff person shall obtain the prescribed medication and have the medication available in the home for administration. 7/13/22 JK

Within one calendar day of receipt of the accepted plan of correction: The administrator or designated staff person qualified to administer medications shall complete an initial and monthly audit of all physician orders and medications to ensure all prescribed medications are in the home and available for administration. 7/13/22 JK

Within fifteen calendar days of receipt of the accepted plan of correction: The administrator shall develop and implement a policy and procedures for the ordering of medications and the procedures staff will follow when a medication is not available in the home for administration. All staff persons qualified to administer medications shall be educated on the policy and procedures. Documentation of education shall be kept. 7/13/22 JK

Completion Date:

187d - Follow Prescriber's Orders

1. Requirements

2600.

187.d. The home shall follow the directions of the prescriber.

Description of Violation

Resident #1 is prescribed donepezil 5mg tablet – take 5mg by mouth nightly. However, the resident's [REDACTED] 2022 medication administration record indicates that the medication was not available on [REDACTED]/22 and [REDACTED]/22 and was subsequently not administered on these dates.

Correction

Directed

DIRECTED

Within one calendar day of receipt of the accepted plan of correction: The administrator or designated staff person shall obtain the prescribed medication and have the medication available in the home for administration. 7/13/22 JK

Within one calendar day of receipt of the accepted plan of correction: The administrator or designated staff person qualified to administer medications shall complete an initial and monthly audit of all physician orders and medications to ensure all prescribed medications are in the home and available for administration. 7/13/22 JK

Within one calendar day of receipt of the accepted plan of correction: The administrator or designated staff person qualified to administer medications shall complete an initial and weekly audit of all physician orders and medication administration records to ensure all medications are administered as prescribed. 7/13/22 JK

Within fifteen calendar days of receipt of the accepted plan of correction: The administrator shall develop and implement a policy and procedures for the ordering of medications and the procedures staff will follow when a

187d - Follow Prescriber's Orders (continued)

medication is not available in the home for administration. All staff persons qualified to administer medications shall be educated on the policy and procedures. Documentation of education shall be kept. 7/13/22 JK

Completion Date: