

Department of Human Services
Bureau of Human Service Licensing

September 7, 2022

[REDACTED]

RE: NORTHLAND HEIGHTS
4859 MCKNIGHT ROAD
PITTSBURGH, PA, 15237
LICENSE/COC#: 45084

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 08/11/2022 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: *NORHLAND HEIGHTS* License #: *45084* License Expiration: *02/04/2023*
Address: *4859 MCKNIGHT ROAD, PITTSBURGH, PA 15237*
County: *ALLEGHENY* Region: *WESTERN*

Administrator

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

Legal Entity

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

Certificate(s) of Occupancy

Type: *C-1* Date: *01/21/2020* Issued By: *Ross Township*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *29* Waking Staff: *22*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Incident* Exit Conference Date: *08/11/2022*

Inspection Dates and Department Representative

08/11/2022 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *123* Residents Served: *23*

Special Care Unit

In Home: *Yes* Area: *entire 2nd floor* Capacity: *19* Residents Served: *0*

Hospice

Current Residents: *0*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *23*
Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *6* Have Physical Disability: *0*

Inspections / Reviews

08/11/2022 - Partial

Lead In pector: [REDACTED] Follow Up Type: *POC Submission* Follow Up Date: *09/02/2022*

08/31/2022 POC Submi ion

Inspections / Reviews (*continued*)

Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *09/02/2022*

09/02/2022 - POC Submission

Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *09/05/2022*

09/07/2022 - Document Submission

Reviewer: [REDACTED] Follow-Up Type: *Not Required*

15a Resident abuse report

1. Requirements

2800.

15.a. The residence shall immediately report suspected abuse of a resident served in the home in accordance with the Older Adult Protective Services Act (35 P. S. § § 10225.701—10225.707) and 6 Pa. Code § 15.21—15.27 (relating to reporting suspected abuse) and comply with the requirements regarding restrictions on staff persons.

Description of Violation

On [redacted]/22, at approximately [redacted] a.m., staff person A, the administrator was notified of an allegation of abuse, involving resident #1 and direct care staff person A. Interviews indicated the incident occurred on [redacted]/22, between the hours of [redacted] p.m. and [redacted] p.m. However, the allegation was not reported to the local [redacted] until [redacted]/22.

REPEAT VIOLATION [redacted]/21

Plan of Correction

Do Not Accept

[redacted]/22 Allegation of abuse was reported to administrator and was reported that reporter was repeating what was said by another employee. Staff person A, Administrator, reported to the [redacted] on [redacted]/22. An Act 13 was not completed by the Administrator.

[redacted]/22 After a discussion with the [redacted] on [redacted]/22 a report was filed with [redacted]

[redacted]/22 Administrator will file an Act 13 report on all allegations reported to [redacted] immediately in addition to filing with the [redacted] Administrator will file the reports in addition to conducting an internal investigation

Completion Date: 08/30/2022

Plan of Correction

Accept

[redacted]/22 Allegation of abuse was reported to administrator and was reported that reporter was repeating what was said by another employee. Staff person A, Administrator, reported to the [redacted] on [redacted]/22. [redacted]/22 After a discussion with the [redacted] on [redacted]/22 a report was filed with [redacted]

[redacted]/22 Administrator will ensure that all reports pertaining to allegations of abuse are immediately reported to [redacted] as well as to the [redacted] If a report is filed by a mandated reporter instead of by the administrator, the administrator will review for accuracy and will immediately suspend the employee accused in the allegation.

[redacted]/22 Administrator will be responsible to file an Act 13 report on all allegations reported to [redacted] immediately in addition to filing with the [redacted] Administrator will also conduct an internal investigation.

Completion Date: 09/01/2022

Document Submission

Implemented

[redacted]/22 Allegation of abuse was reported to administrator and was reported that reporter was repeating what was said by another employee. Staff person A, Administrator, reported to the Dept on [redacted]/22. [redacted]/22 After a discussion with the [redacted] on [redacted]/22 a report was filed with [redacted]

[redacted]/22 Administrator will ensure that all reports pertaining to allegations of abuse are immediately reported to [redacted] as well as to the [redacted] If a report is filed by a mandated reporter instead of by the administrator, the administrator will review for accuracy and will immediately suspend the employee accused in the allegation.

[redacted]/22 Administrator will be responsible to file an Act 13 report on all allegations reported to [redacted] immediately in addition to filing with the [redacted] Administrator will also conduct an internal investigation.

15b Resident abuse-superv plan

1. Requirements

2800.

15.b. If there is an allegation of abuse of a resident involving a residence's staff person, the residence shall immediately develop and implement a plan of supervision or suspend the staff person involved in the alleged incident.

Description of Violation

On [redacted]/22, at approximately [redacted] a.m., staff person A, the administrator was notified of an allegation of abuse, involving resident #1 and direct care staff person A. Interviews indicated the incident occurred on [redacted]/22, between the hours of [redacted] p.m. and [redacted] p.m. Direct care staff person A, was not suspended or placed on a plan of supervision, providing unsupervised personal care to the residents in the home, to include resident #1 during the [redacted] p.m. to [redacted] p.m. shifts until [redacted]/22, when placed on a plan of supervision. However, interviews indicated on Tuesday, [redacted]/22, the homes plan of supervision was not followed. Interviews indicated direct care staff person A, was left unsupervised at times during the [redacted] p.m. to [redacted] p.m. shift while direct care staff person B was passing medications.

REPEAT VIOLATION 3/3/21

Plan of Correction

Do Not Accept

[redacted]/22 Administrator received a report that an allegation of abuse took place on [redacted]/22 between the hours of [redacted] - [redacted]. Administrator conducted an internal investigation . A report was filed with the [redacted]

[redacted]/22 After a discussion with the [redacted] the administrator drafted a Plan of Supervision for staff person B. The LPN on staff agreed and signed the POS to be the supervisor for Staff person B and fully understood [redacted] was not permitted to leave Staff person B unattended at any time during the shift. The LPN admitted to the [redacted] that [redacted] did not follow through on what [redacted] had agreed to and signed off to do for supervising Staff person B. instead leaving Staff person B to be supervised by another employee while [redacted] passed meds.

[redacted]/22 LPN was reprimanded and coached on the severity of what [redacted] had done by not following the POS. In the future if any allegations are reported , the Administrator will choose to immediately suspend the staff accused in leu of using a plan of supervision.

Completion Date: 08/30/2022

Plan of Correction

Accept

[redacted]/22 Administrator received a report that an allegation of abuse took place on [redacted]/22 between the hours of [redacted] p- [redacted] p. Administrator conducted an internal investigation . A report was filed with the [redacted] on [redacted]/22 [redacted]/22 After a discussion with the [redacted] the administrator drafted a Plan of Supervision for staff person B and the plan was approved. The LPN on staff agreed and signed the POS to be the supervisor for Staff person B and fully understood [redacted] was not permitted to leave Staff person B unattended at any time during the shift. The LPN admitted to the [redacted] that [redacted] did not follow through on what [redacted] had agreed to and signed off to do for supervising Staff person B. instead leaving Staff person B to be super ised by another employee while [redacted] passed meds. [redacted]/22 LPN was reprimanded and coached on the severity of what [redacted] had done by not following the POS.

[redacted]/22 In the future if any allegations of abuse are reported , the Administrator will choose to immediately suspend the staff person accused in leu of using a plan of supervision.

15b Resident abuse-superv plan (continued)

█/22 Administrator will be responsible for suspending the employee involved in any allegation of abuse until the █ and █ has concluded their investigation. The suspension will be noted on the report filed with the █ and █

Completion Date: 09/01/2022

Document Submission

Implemented

█/22 Administrator received a report that an allegation of abuse took place on █/22 between the hours of █ p-█. Administrator conducted an internal investigation . A report was filed with the █ on █/22 █/22 After a discussion with the █ the administrator drafted a Plan of Supervision for staff person B and the plan was approved. The LPN on staff agreed and signed the POS to be the supervisor for Staff person B and fully understood █ was not permitted to leave Staff person B unattended at any time during the shift. The LPN admitted to the █ that █ did not follow through on what █ had agreed to and signed off to do for supervising Staff person B. instead leaving Staff person B to be supervised by another employee while █ passed meds. █/22 LPN was reprimanded and coached on the severity of what █ had done by not following the POS.

█/22 In the future if any allegations of abuse are reported , the Administrator will choose to immediately suspend the staff person accused in leu of using a plan of supervision.

█/22 Administrator will be responsible for suspending the employee involved in any allegation of abuse until the █ and █ has concluded their investigation. The suspension will be noted on the report filed with the █ and █