

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

December 14, 2022

[REDACTED]  
WELLTOWER OPCO GROUP LLC  
[REDACTED]  
[REDACTED]

RE: SUNRISE OF LAFAYETTE HILL  
429 RIDGE PIKE  
LAFAYETTE HILL, PA, 19444  
LICENSE/COC#: 14324

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 09/19/2022 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Please note that you are required to post this Licensing Inspection Summary at your facility in a conspicuous location.

Sincerely,  
[REDACTED]

cc: Pennsylvania Bureau of Human Service Licensing

## Facility Information

**Name:** SUNRISE OF LAFAYETTE HILL      **Licen e #:** 14324      **Licen e Expiration:** 12/15/2022  
**Address:** 429 RIDGE PIKE, LAFAYETTE HILL, PA 19444  
**County:** MONTGOMERY      **Region:** SOUTHEAST

## Administrator

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

## Legal Entity

**Name:** WELLTOWER OPCO GROUP LLC  
**Address:** [REDACTED]  
**Phone:** [REDACTED]      **Email:** [REDACTED]

## Certificate(s) of Occupancy

**Type:** I-2      **Date:** 06/18/1998      **Issued By:** Whitmarsh Township

## Staffing Hours

**Resident Support Staff:** 0      **Total Daily Staff:** 82      **Waking Staff:** 62

## Inspection Information

**Type:** Partial      **Notice:** Unannounced      **BHA Docket #:**  
**Reason:** Incident      **Exit Conference Date:** 09/19/2022

## Inspection Dates and Department Representative

09/19/2022 - On-Site: [REDACTED]

## Resident Demographic Data as of Inspection Dates

## General Information

**Licen e Capacity:** 105      **Re ident Served:** 54

## Secured Dementia Care Unit

**In Home:** Yes      **Area:** Reminiscence      **Capacity:** 25      **Re ident Served:** 10

## Hospice

**Current Re ident :** 0

## Number of Residents Who:

**Receive Supplemental Security Income:** 0      **Are 60 Years of Age or Older:** 54  
**Diagnosed with Mental Illness:** 0      **Diagnosed with Intellectual Disability:** 0  
**Have Mobility Need:** 28      **Have Physical Disability:** 1

## Inspections / Reviews

09/19/2022 Partial

**Lead Inspector:** [REDACTED]      **Follow-Up Type:** POC Submission      **Follow-Up Date:** 10/07/2022

Inspections / Reviews *(continued)*

11/23/2022 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 10/07/2022

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 11/28/2022

12/14/2022 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 12/14/2022

Reviewer: [REDACTED]

Follow-Up Type: Not Required

42c - Treatment of Residents

1. Requirements

2600.

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

Description of Violation

On or before [redacted]/22, staff person A entered the room of resident 1 to answer the call bell. Staff person A then cleared [redacted] call bell and left without asking the resident what they needed. As staff person A left the room they were heard saying "Oh they just need their pain meds". This statement was made in front of other residents and staff members of the home.

On [redacted] 22, staff person B responded to a call bell for resident 1. As staff person B went into the room to clear the bell they stated to the resident, "You better not ring this bell again tonight. I hear you be ringing a lot". Resident 1 was then scared and intimidated to ring the call bell again that evening and did not ring the bell in fear of what would happen if they did.

POC Submission

Accept ( [redacted] - 10/14/2022)

On [redacted]/22 Upon knowledge of the incident, the ED immediately commenced an investigation and reported the incident to AAA and DHS. Staff person A was immediately placed on administrative leave. At the conclusion of the investigation, staff A received additional resident's rights and customer service training.

On [redacted]/22, the ED was informed by DHS representative of the incident regarding staff B during their investigation of another incident. The incident was investigated immediately by the DHS representative and the ED. Staff B received additional resident's rights and customer service training upon conclusion of the investigation.

On 9/22/22 The ED conducted training during monthly Town Hall Meeting for all staff persons on a resident's right to be treated with dignity and respect as well as the resident's right to privacy including but not limited to having their information shared over the communication devices.

Resident rights will be discussed in Resident Council as part of monthly agenda over the course of the next three months.

On 9/30/22 The POC and monitoring results are reviewed and evaluated by the Executive Director and coordinators at the monthly Quality Assurance and Performance Improvement (Quality Management) meeting for 3 months to ensure it is still effective. If it is no longer effective, it will be amended and a new POC will be implemented and monitored to ensure the violation does not occur again.

Licensee's Plan Completion Date: 10/07/2022

Implemented ( [redacted] 12/14/2022)