

Department of Human Services  
Bureau of Human Service Licensing

October 14, 2022

[REDACTED]  
RAPPS SENIOR CARE LLC  
[REDACTED]  
[REDACTED]

RE: WOODBRIDGE PLACE  
1191 RAPPS DAM ROAD  
PHOENIXVILLE, PA, 19460  
LICENSE/COC#: 14359

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.

Sincerely,  
Claire Mendez

Enclosure  
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

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

**Facility Information**

Name: *WOODBRIIDGE PLACE* License #: *14359* License Expiration: *10/08/2022*  
Address: *1191 RAPPS DAM ROAD, PHOENIXVILLE, PA 19460*  
County: *CHESTER* Region: *SOUTHEAST*

**Administrator**

Name: [REDACTED] Phone: *4843020005* Email: [REDACTED]

**Legal Entity**

Name: *RAPPS SENIOR CARE LLC*  
Address: *1000 LEGION PLACE, SUITE 1600, ATTN BILL SNOW, ORLANDO, FL, 32801*  
Phone: *4843020005* Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *C-2 LP* Date: *07/01/1996* Issued By: *PA L&I*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *104* Waking Staff: *78*

**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**

License Capacity: *125* Residents Served: *63*

**Secured Dementia Care Unit**

In Home: *Yes* Area: *1st floor* Capacity: *21* Residents Served: *20*

**Hospice**

Current Residents: *10*

**Number of Residents Who:**

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *60*  
Diagnosed with Mental Illness: *2* Diagnosed with Intellectual Disability: *2*  
Have Mobility Need: *41* Have Physical Disability: *0*

**Inspections / Reviews**

**09/19/2022 - Partial**

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *10/02/2022*

**09/29/2022 - POC Submission**

Inspections / Reviews (*continued*)

Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *10/04/2022*

10/12/2022 - POC Submission

Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *11/01/2022*

10/14/2022 - Document Submission

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 09/14/22 at 9:05pm, Staff member A took a photograph of resident #1 and published it on a social media platform with a quote stating: "I'm tryanna live til I'm 102 too like oh yea". Resident#1's photograph was taken from the back, as the resident was walking away from the bathroom. Resident#1 was wearing adult briefs and a blue shirt. The resident was not aware that the photo was taken.

Plan of Correction

Directed

Woodbridge management, upon becoming aware of the event, immediately contacted the employee to remove the picture from social media. The employee was subsequently placed on administrative leave for resident rights and policy violations and is no longer employed by the community. The employee resigned while on administrative awaiting termination. [redacted] resigned 9/19/22 at 3:19PM.

Current staff shall be retrained by the Resident Care Director, Executive Director and Director of Nursing or designee regarding the community's social media policy and Resident's Rights to prevent future potential for a recurrence.

All new hires will also be trained in these protocols as part of the onboarding process and receipt of their employee handbook by the Business Office Director.

This event will be reviewed as part of the Quality Management process. New hire shall receive training on social media protocols, and Resident Rights prior to direct resident contact.

**Directed Plan of Correction 10/12/22 CM:**

Current staff shall be retrained by the Resident Care Director, Executive Director and Director of Nursing or designee regarding the community's social media policy and Resident's Rights to prevent future potential for a recurrence by 10/31/22.

All new hires will also be trained in these protocols as part of the onboarding process and receipt of their employee handbook by the first day of work by the Business Office Director.

Completion Date: 10/07/2022

Document Submission

Implemented

Woodbridge management, upon becoming aware of the event, immediately contacted the employee to remove the picture from social media. The employee was subsequently placed on administrative leave for resident rights and policy violations and is no longer employed by the community. The employee resigned while on administrative awaiting termination. [redacted] resigned 9/19/22 at 3:19PM.

Current staff shall be retrained by the Resident Care Director, Executive Director and Director of Nursing or designee regarding the community's social media policy and Resident's Rights to prevent future potential for a recurrence.

All new hires will also be trained in these protocols as part of the onboarding process and receipt of their employee handbook by the Business Office Director.

**42c - Treatment of Residents (continued)**

*This event will be reviewed as part of the Quality Management process. New hire shall receive training on social media protocols, and Resident Rights prior to direct resident contact.*

**Directed Plan of Correction 10/12/22 CM:**

*Current staff shall be retrained by the Resident Care Director, Executive Director and Director of Nursing or designee regarding the community's social media policy and Resident's Rights to prevent future potential for a recurrence by 10/31/22.*

*All new hires will also be trained in these protocols as part of the onboarding process and receipt of their employee handbook by the first day of work by the Business Office Director.*

**42s - Privacy****1. Requirements**

2600.

42.s. A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures.

**Description of Violation**

*On 09/14/22 at 9:05pm, resident #1's photograph was taken without █████ knowledge. After resident #1 was finished using the bathroom, and wearing only an adult brief and a blue shirt, Staff A took a photo of the resident and later published the photograph on a social media platform with the quote: "I'm tryanna live til I'm 102 too like oh yea".*

**Plan of Correction****Directed**

*Woodbridge management, upon becoming aware of the event, immediately contacted the employee to remove the picture from social media. The employee was subsequently placed on administrative leave for resident rights and policy violations and is no longer employed by the community. The employee resigned while on administrative awaiting termination. █████ resigned 9/19/22 at 3:19PM.*

*Current staff shall be retrained by the Resident Care Director, Executive Director and Director of Nursing or designee regarding the community's social media policy and Resident's Rights to prevent future potential for a recurrence.*

*All new hires will also be trained in these protocols as part of the onboarding process and receipt of their employee handbook by the Business Office Director.*

*This event will be reviewed as part of the Quality Management process. New hire shall receive training on social media protocols, and Resident Rights prior to direct resident contact.*

**Directed Plan of Correction 10/12/22 CM:**

*Current staff shall be retrained by the Resident Care Director, Executive Director and Director of Nursing or designee regarding the community's social media policy and Resident's Rights to prevent future potential for a recurrence by 10/31/22.*

*All new hires will also be trained in these protocols as part of the onboarding process and receipt of their employee handbook by the first day of work by the Business Office Director.*

**Completion Date:** 10/07/2022

## 42s - Privacy (continued)

**Document Submission****Implemented**

Woodbridge management, upon becoming aware of the event, immediately contacted the employee to remove the picture from social media. The employee was subsequently placed on administrative leave for resident rights and policy violations and is no longer employed by the community. The employee resigned while on administrative awaiting termination. [REDACTED] resigned 9/19/22 at 3:19PM.

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All new hires will also be trained in these protocols as part of the onboarding process and receipt of their employee handbook by the first day of work by the Business Office Director.