



**CERTIFIED MAIL – RETURN RECEIPT REQUESTED**

**MAILING DATE: March 13, 2023**

**Replaces letter mailed Certified: FEBRUARY 8, 2023**

[REDACTED]

[REDACTED]

CSH Exton Lessee, LLC

[REDACTED]

[REDACTED]

RE: Arbor Terrace Exton  
1000 Oaklands Boulevard  
Exton, Pennsylvania 19341  
License #: 147931

Dear [REDACTED]:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department) licensing inspection August 22, and 23, 2022, September 23, 2022, and December 6, 2022 of the above facility, the violations specified on the enclosed Licensing Inspection Summary (LIS) were found.

Based on violations with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes), the Department hereby REVOKES your certificate of compliance 147930 dated March 31, 2022 to March 31, 2023 and issues you a FIRST PROVISIONAL license to operate the above facility. A FIRST PROVISIONAL license is being issued based on your acceptable plan to correct the violations as specified on the LIS. The license dated March 31, 2022 to March 31, 2023 is NOT reinstated upon expiration of this FIRST PROVISIONAL license. This decision is made pursuant to 62 P.S. § 1026 (b)(1) ;(4) and 55 Pa. Code § 20.71(a)(2) ;(3) ;(4) ;(5) ;(6) (relating to conditions for denial, nonrenewal or revocation). Your FIRST PROVISIONAL license is enclosed and is valid from February 7, 2023 to August 7, 2023.

All violations specified on the LIS must be corrected by the dates specified on the report and continued compliance with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes), 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 disagree with the decision to issue a FIRST PROVISIONAL license, you have the right to appeal through hearing before the Bureau of Hearings and Appeals, Department of Human Services in accordance with 1 Pa. Code Part II, Chapters 31-35.

Pursuant to 62 P.S. 1085-1087 and 55 Pa. Code § 2600.261-268 (relating to enforcement), the Department intends to assess a fine for the following violation(s) unless fully corrected on or before the mandated correction date.


55 Pa. Code Chapter 2600:	Class of Violation	Census at Inspection	Fine Per Resident X Per day	Calculated Fine = Per Day	Mandated Correction Date (to avoid Fine)
42b	II	71	\$5	\$355	5 calendar days from mailing date of this letter

A fine will be assessed daily beginning with the date of this letter and will continue until the violation is fully corrected, and full compliance with the regulation has been achieved. If the violation is fully corrected, and full compliance with the regulation has been achieved, by the mandated correction date, no fine will be assessed. You must notify the Department's Regional Human Services Licensing office in writing as soon as each violation is fully corrected and submit written documentation of each correction. The Department will conduct an on-site inspection after the mandated correction date, and within 20 calendar days of the date of this letter. If one or more violations is not fully corrected and full compliance with the regulation has not been achieved, you will periodically receive invoices from the Department's Bureau of Human Services Licensing with payment instructions. The fines will continue to accumulate until the violation is fully corrected and full compliance with the regulation has been achieved.

No fine is being assessed at this time; therefore, you may not appeal any fine at this time. If a violation is not corrected and full compliance with the regulation has not been achieved by the mandated correction date, a fine will be assessed and an invoice will be mailed. This invoice will contain the right to appeal the fine.

If you disagree with the decision to issue a FIRST PROVISIONAL license, you have the right to appeal through hearing before the Bureau of Hearings and Appeals, Department of Human Services in accordance with 1 Pa. Code Part II, Chapters 31-35.

If you decide to appeal your FIRST PROVISIONAL license, a written request for an appeal must be received within 10 days of the date of this letter by:

  
 Pennsylvania Department of Human  
 Services Bureau of Human Services  
 Licensing  
 Room 631, Health and Welfare Building  
 625 Forster Street  
 Harrisburg, Pennsylvania 17120  
 PH: 717-214-1304

[REDACTED]

This decision is final 11 days from the date of this letter, or if you decide to appeal, upon issuance of a decision by the Bureau of Hearings and Appeals.

Sincerely,

*Jamie F. Buchenauer*

Jamie Buchenauer  
Deputy Secretary  
Office of Long-term Living

Enclosure  
Licensing Inspection Summary

cc: [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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

**Facility Information**

Name: ARBOR TERRACE EXTON License #: 14793 License Expiration: 03/31/2023  
Address : 100 OAKLANDS BOULEVARD, EXTON, PA 19341  
County: CHESTER Region: SOUTHEAST

**Administrator**

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

**Legal Entity**

Name: CSH EXTON LESSEE LLC  
Address: [REDACTED]  
Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: I-1 Date: 01/11/2021 Issued By: west whiteland township

**Staffing Hours**

Resident Support Staff: 0 Total Daily Staff: 94 Waking Staff: 71

**Inspection Information**

Type: Partial Notice: Unannounced BHA Docket #:  
Reason: Complaint Exit Conference Date: 09/23/2022

**Inspection Dates and Department Representative**

09/23/2022 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: 99 Residents Served: 68

**Secured Dementia Care Unit**

In Home: Yes Area: Evergreen Capacity: 32 Residents Served: 17

**Hospice**

Current Residents: 2

**Number of Residents Who:**

Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 68  
Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0  
Have Mobility Need: 26 Have Physical Disability: 0

**Inspections / Reviews**

**09/23/2022 - Partial**

Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 10/18/2022

Inspections / Reviews *(continued)*

11/10/2022 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 10/30/2022

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 12/01/2022

01/31/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 12/09/2022

Reviewer: [REDACTED]

Follow-Up Type: Enforcement

42b - Abuse

1. Requirements

2600.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

Description of Violation

Resident 1 was taking a shower in the bathroom but during [redacted] shower the bathroom shower was clogged and water filled the area surrounding the shower and toilet area. Resident 1 was finished and left the bathroom and went down the hallway and located a Maintenance person who said they would come handle the drain. When resident 1 returned to the room [redacted] discovered Resident 2 on the floor in the bathroom laying in the water that was there because of the clogged drain. Resident 2 suffered a serious injury of a fractured hip from the fall. The drain had been clogged before and was not corrected properly to avoid future flooding in which caused injury to Resident 2. Repeated violation: 2/11/22

POC Submission

Accept [redacted] - 11/10/2022)

- Arbor Terrace Exton submits this Plan of Correction (POC) to comply with regulation 2600 et al. and all other applicable regulations and statutes. The preparation and submission of this POC does not constitute an admission of fault or liability on the part of Arbor Terrace Exton or an Agreement of Arbor Terrace Exton as to the truth, accuracy, or validity of the facts alleged, conclusions drawn, or admission of any deficiency issued.
- Prior to the Department's findings of the stated citation in violation of 2600.42b, the maintenance technician immediately took out the second strainer in the shower of resident 1 and 2's apartment to prevent a future clogged drain.
- The maintenance technician, maintenance director or designee will remove the second strainer from the showers of all apartments as to prevent the issue of a clogging and overflowing shower. They will do this no later than November 15
- By November 15, the maintenance director, administrator or designee will provide an education to all employees who can submit a work order that spills or floods need to be addressed immediately (and still entered as a work order) and the correct people to contact to address these immediate concerns.

Licensee's Proposed Overall Completion Date: 11/15/2022

Not Implemented ([redacted] - 12/12/2022)