

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

January 20, 2023

[REDACTED]
THE HIGHLANDS AT WYOMISSING INC
2000 CAMBRIDGE AVENUE
WYOMISSING, PA, 19610

RE: THE HIGHLANDS AT WYOMISSING
PERSONAL CARE FACILITY
2000 CAMBRIDGE AVENUE
WYOMISSING, PA, 19610
LICENSE/COC#: 20535

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 11/15/2022, 11/16/2022 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

Inspections / Reviews (*continued*)

01/19/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 12/16/2022

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 01/18/2023

01/20/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 01/19/2023

Reviewer: [REDACTED]

Follow-Up Type: Not Required

18 - Compliance With Laws**1. Requirements**

2600.

18. Applicable Health and Safety Laws - A home shall comply with applicable Federal, State and local laws, ordinances and regulations.

Description of Violation

The batteries in the carbon monoxide monitor installed in the home's kitchen that monitors the gas stove were not labeled with the date of installation.

Plan of Correction

Accept [REDACTED] - 12/23/2022)

On 12/05/2022, the carbon monoxide detector had new batteries installed and the monitor was labeled with the date that the batteries were installed. Please see picture. Maintenance staff were educated on 12/15/2022-12/16/2022 on the correct procedures for changing of batteries on carbon monoxide detectors, see attached. Administrator will monitor for ongoing compliance.

Licensee's Proposed Overall Completion Date: 12/19/2022

Implemented [REDACTED] - 01/19/2023)

42b - Abuse**2. 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

On [REDACTED] 22 resident #1 was restrained by staff person A after the resident became aggressive with staff. Staff person A held resident #1's wrists causing bruising to the resident's wrists.

Plan of Correction

Accept [REDACTED] - 12/23/2022)

All staff that were working in the household on the evening shift on [REDACTED]/2022 were suspended pending investigation. After interviewing all staff involved with the incident it was determined that Staff person A did restrain the resident and cause bruising to the resident's wrists. This staff person was permanently removed from working for The Highlands at Wyomissing Personal Care effective [REDACTED]/2022. The other staff that were working that evening of [REDACTED]/2022 were reeducated on Safe Management Techniques between before they were permitted to return to work. All Staff were educated on Safe Management Techniques and how to work with residents who become aggressive from 10/05/2022-10/20/2022 (please see attached). Staff education will be on-going and the administrator will monitor for on-going compliance.

Licensee's Proposed Overall Completion Date: 12/19/2022

Implemented [REDACTED] - 01/19/2023)

65a - FS Orientation 1st Day**3. Requirements**

2600.

- 65.a. Prior to or during the first work day, all direct care staff persons including ancillary staff persons, substitute personnel and volunteers shall have an orientation in general fire safety and emergency preparedness that includes the following:
1. Evacuation procedures.

65a - FS Orientation 1st Day (*continued*)

2. Staff duties and responsibilities during fire drills, as well as during emergency evacuation, transportation and at an emergency location if applicable.
3. The designated meeting place outside the building or within the fire-safe area in the event of an actual fire.
4. Smoking safety procedures, the home's smoking policy and location of smoking areas, if applicable.
5. The location and use of fire extinguishers.
6. Smoke detectors and fire alarms.
7. Telephone use and notification of emergency services.

Description of Violation

The following staff persons did not receive the trainings required under this regulation on their first day of employment: Staff person A, staff person B, and staff person C.

Plan of Correction

Accept ([REDACTED] 12/23/2022)

Staff person A was not a Highlands employee and was permanently removed from working at The Highlands at Wyomissing Personal Care, effective [REDACTED]/2022. Staff person B on 12/12/2022 and staff person C on 12/14/2022 have had the training completed, (please see attached). An audit was completed on all Ancillary staff working in Personal Care and all ancillary staff that have not had the training completed will have the required training completed by 01/09/2023. Effective 01/09/2023 all new hires will be required to attend new hire training through The Highlands University, which will include all state required training prior to working in Personal Care. The Highlands University will start on 01/09/2023. Compliance will be monitored by the Administrator.

Licensee's Proposed Overall Completion Date: 01/09/2023

Implemented ([REDACTED] - 01/19/2023)

65b Rights/Abuse 40 Hours

4. Requirements

2600.

- 65.b. Within 40 scheduled working hours, direct care staff persons, ancillary staff persons, substitute personnel and volunteers shall have an orientation that includes the following:
1. Resident rights.
 2. Emergency medical plan.
 3. Mandatory reporting of abuse and neglect under the Older Adult Protective Services Act (35 P.S. § § 10225.101—10225.5102).
 4. Reporting of reportable incidents and conditions.

Description of Violation

The following staff persons did not receive the trainings required under this regulation within 40 hours of their first day of employment: Staff person A, staff person B, and staff person C.

Plan of Correction

Accept ([REDACTED] 12/23/2022)

Staff person A was not a Highlands employee and was permanently removed from working at The Highlands at Wyomissing Personal Care, effective 1 [REDACTED]/2022. Staff person B on 12/12/2022 and staff person C 12/14/2022 have had the training completed, (please see attached). An audit was completed on all Ancillary staff working in Personal Care and all ancillary staff that have not had the training completed will have the required training completed by 01/09/2023. Effective 01/09/2023 all new hires will be required to attend new hire training through The Highlands University, which will include all state required training prior to working in Personal Care. The Highlands University will start on 01/09/2023. Compliance will be monitored by the Administrator.

Licensee's Proposed Overall Completion Date: 01/09/2023

65b - Rights/Abuse 40 Hours (*continued*)*Implemented* [REDACTED] - 01/19/2023)

81b - Resident Personal Equipment

5. Requirements

2600.

81.b. Wheelchairs, walkers, prosthetic devices and other apparatus used by residents must be clean, in good repair and free of hazards.

Description of Violation

An enabler bar attached to the bed in resident room [REDACTED] was not covered. The enabler bar was 11 inches wide and 7 inches high creating a gap that could pose a possible entrapment risk.

Plan of Correction*Accept* [REDACTED] - 12/23/2022)

Resident in room [REDACTED] moved to another Skilled Nursing community on [REDACTED] 2022. All current residents with enabler bars were reviewed to ensure that they have approved enabler bars with appropriate covers on them. Staff were also educated on the correct usage of enabler bars from 12/6/2022-12/14/2022 as well as what to do if they find an incorrect enabler bar (please see attached) for any new residents. Administrator will audit for compliance ongoing.

Licensee's Proposed Overall Completion Date: 12/19/2022

Implemented [REDACTED] 01/19/2023)

82c - Locking Poisonous Materials

6. Requirements

2600.

82.c. Poisonous materials shall be kept locked and inaccessible to residents unless all of the residents living in the home are able to safely use or avoid poisonous materials.

Description of Violation

A bottle of Dawn dish detergent was found in an unlocked cabinet in the open kitchenette area of the Meadow House secure dementia unit.

Plan of Correction*Accept* [REDACTED] - 12/23/2022)

The dawn dish detergent that was found unlocked was discarded immediately. Both memory support households were inspected for any additional poisonous materials that were unlocked. Staff education was provided on what is considered a poisonous material and the importance of ensuring they are out of reach of residents in Memory Support on 12/06/2022-12/14/2022 (please see attached). The administrator will audit for compliance going forward.

Licensee's Proposed Overall Completion Date: 12/19/2022

Implemented [REDACTED] 01/19/2023)

202 - Prohibitions

7. Requirements

2600.

202. The following procedures are prohibited:

202 - Prohibitions (*continued*)

6. A manual restraint, defined as a hands-on physical means that restricts, immobilizes or reduces a resident's ability to move his arms, legs, head or other body parts freely, is prohibited. A manual restraint does not include prompting, escorting or guiding a resident to assist in the ADLs or IADLs.

Description of Violation

On [REDACTED]/22 resident #1 became physically aggressive with staff. Staff person A used hands to restrain the resident's wrists and hold the resident down on the floor for approximately 30 seconds. Staff interviews indicate the resident was held in a bear hug on the floor.

Plan of Correction

Accept [REDACTED] - 12/23/2022)

All staff that were working in the household on the evening shift on [REDACTED]/2022 were suspended pending investigation. After interviewing all staff involved with the incident it was determined that Staff person A did restrain the resident and cause bruising to the resident's wrists. This staff person was permanently removed from working for The Highlands at Wyomissing Personal Care effective [REDACTED]/2022. The other staff that were working that evening of [REDACTED]/2022 were reeducated on Safe Management Techniques before they were permitted to return to work. All Staff were educated on Safe Management Techniques and how to work with residents who become aggressive from 10/05/2022-12/20/2022 (please see attached). Staff education will be on-going and the administrator will monitor for on-going compliance.

Licensee's Proposed Overall Completion Date: 12/19/2022

Implemented ([REDACTED] 01/19/2023)