

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

January 26, 2023

[REDACTED], REGIONAL DIRECTOR  
HCRI SUN III TENANT LP  
[REDACTED]  
[REDACTED]

RE: SUNRISE SENIOR LIVING OF  
DRESHER  
1650 SUSQUEHANNA ROAD  
DRESHER, PA, 19025  
LICENSE/COC#: 12841

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 11/28/2022, 11/29/2022, 11/30/2022, 12/02/2022 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 SENIOR LIVING OF DRESHER      **License #:** 12841      **License Expiration:** 03/06/2023

**Address:** 1650 SUSQUEHANNA ROAD, DRESHER, PA 19025

**County:** MONTGOMERY      **Region:** SOUTHEAST

**Administrator**

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

**Legal Entity**

**Name:** HCRI SUN III TENANT LP

**Address:** [REDACTED]

**Certificate(s) of Occupancy**

**Type:** I-1      **Date:** 04/15/2006      **Issued By:** Township of Upper Dublin

**Staffing Hours**

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

**Inspection Information**

**Type:** Partial      **Notice:** Unannounced      **BHA Docket #:**

**Reason:** Complaint, Incident      **Exit Conference Date:** 12/02/2022

**Inspection Dates and Department Representative**

11/28/2022 - Off-Site: [REDACTED]

11/29/2022 - Off-Site: [REDACTED]

11/30/2022 - Off-Site: [REDACTED]

12/02/2022 - Off-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

**License Capacity:** 105      **Residents Served:** 60

**Secured Dementia Care Unit**

**In Home:** Yes      **Area:** SDCU      **Capacity:** 30      **Residents Served:** 12

**Hospice**

**Current Residents:** 2

**Number of Residents Who:**

**Receive Supplemental Security Income:** 0      **Are 60 Years of Age or Older:** 57

**Diagnosed with Mental Illness:** 1      **Diagnosed with Intellectual Disability:** 3

**Have Mobility Need:** 34      **Have Physical Disability:** 0

**Inspections / Reviews**

11/28/2022 Partial

**Lead Inspector:** [REDACTED]      **Follow-Up Type:** POC Submission      **Follow-Up Date:** 12/29/2022

Inspections / Reviews *(continued)*

12/30/2022 POC Submission

Submitted By: [REDACTED]

Date Submitted: 01/24/2023

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 01/31/2023

01/26/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 01/24/2023

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**

*Resident # 1 was watching a movie in the activity room on [REDACTED] close to a scheduled activity. Resident # 2 walked in and asked about the activity and Resident # 1 loudly stated you can watch the same movie I am if you want to watch a movie. Staff Member A then came in and discussed the schedule with Resident # 1. Resident # 1 then raised their voice and continued talking. Staff Member A raised their voice back and said are you going to let me talk? This upset Resident #1. Staff Member A then said they were not going to stay there and get yelled at and left the room.*

**Plan of Correction****Accept ([REDACTED] - 12/30/2022)**

*11-21-22 The staff person involved was immediately placed on administrative leave pending investigation of the allegation.*

*11-23-22 The Executive Director interviewed other residents to determine if they have concerns related to the being treated with dignity and respect. The Residents interviewed did not have concerns related to staff treating them with dignity and respect.*

*TBD Upon completion of the facility's investigation, it was determined there was a gap in customer service when Staff Member A spoke with Resident #1. Prior to returning to assigned job duties, Staff Member A will receive training on how to handle difficult situations, properly deescalating situations, resident rights and customer service.*

*1/30/23 All team members will be trained on resident rights.*

*1/30/23 Discussion on resident rights is added as an agenda item to monthly Town Hall meetings to determine if residents have any concerns.*

*1/30/23 The POC and monitoring process will be discussed during monthly QAPI meetings for 3 months. If not effective, it will be amended and new POC will be implemented and monitored to ensure incident does not occur again.*

**Licensee's Proposed Overall Completion Date: 01/30/2023**

**Implemented ([REDACTED] - 01/26/2023)**