

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

January 10, 2023

[REDACTED], PERSONAL CARE ADMINISTRATOR
DUNWOODY VILLAGE INC
3500 WEST CHESTER PIKE
ATTN:PERSONAL CARE SERVICES
NEWTOWN SQUARE, PA, 19073

RE: DUNWOODY VILLAGE
3500 WEST CHESTER PIKE
NEWTOWN SQUARE, PA, 19073
LICENSE/COC#: 14525

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 11/28/2022 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: DUNWOODY VILLAGE **License #:** 14525 **License Expiration:** 12/22/2023
Address: 3500 WEST CHESTER PIKE, NEWTOWN SQUARE, PA 19073
County: DELAWARE **Region:** SOUTHEAST

Administrator

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

Legal Entity

Name: DUNWOODY VILLAGE INC
Address: 3500 WEST CHESTER PIKE, ATTN:PERSONAL CARE SERVICES, NEWTOWN SQUARE, PA, 19073
Phone: [REDACTED] **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: C-1 **Date:** 01/30/2002 **Issued By:** Labor & Industry

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 89 **Waking Staff:** 67

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Incident **Exit Conference Date:** 12/28/2022

Inspection Dates and Department Representative

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

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 81 **Residents Served:** 72

Secured Dementia Care Unit

In Home: Yes **Area:** Memory Support **Capacity:** 20 **Residents Served:** 17

Hospice

Current Residents: 3

Number of Residents Who:

Receive Supplemental Security Income: 0 **Are 60 Years of Age or Older:** 71
Diagnosed with Mental Illness: 3 **Diagnosed with Intellectual Disability:** 2
Have Mobility Need: 17 **Have Physical Disability:** 0

Inspections / Reviews

11/28/2022 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 12/16/2022

12/22/2022 - POC Submission

Submitted By: [REDACTED] **Date Submitted:** 01/03/2023
Reviewer: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 12/27/2022

Inspections / Reviews *(continued)*

12/22/2022 POC Submission

Submitted By: [REDACTED]

Date Submitted: 01/03/2023

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 01/06/2023

01/10/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 01/03/2023

Reviewer: [REDACTED]

Follow Up Type: Not Required

16c - Written Incident Report

1. Requirements

2600.

16.c. The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in § 2600.15 (relating to abuse reporting covered by law).

Description of Violation

On [redacted] at [redacted], resident #1 was found unresponsive in [redacted] room. At [redacted] pm, emergency services were called to the home. Resident #1 was transported to the Bryn Mawr emergency room via stretcher. The home did not report this incident to the Department.

Plan of Correction

Accept ([redacted] - 12/22/2022)

My staff and I always followed the regulations, which indicated that any injury that resulted in a visit to the ER was reportable. This resident had a [redacted] episode and was sent to the ER as a precaution. We didn't realized that this was reportable. All Nursing staff have been educated to submit a reportable incident form to the DHS Regional Office any time a resident is sent to the hospital on an emergency basis. The incident report must be sent to DHS within 24 hours of the incident. See attachment. Norm Vetter, Personal Care Administrator and [redacted], Staff Educator have provided training throughout the month of December Specifically on December 1, 6, 20, 21. Education is also scheduled on December 28 and 29 to ensure that we include all of the nurses and to ensure adjunct staff are educated about this violation. A follow up memo reminder was posted in each nurses station.

Licensee's Proposed Overall Completion Date: 01/06/2023

Implemented [redacted] - 01/10/2023)

42c - Treatment of Residents

2. Requirements

2600.

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

Description of Violation

On [redacted], at [redacted], resident #1 made a request for staff person A, to apply the prescribed [redacted] to [redacted] legs. Staff person A, stated to the resident that " I can't do that, your legs nauseate me"! Resident #1 reported to [redacted] niece that she felt insulted by the comment.

Plan of Correction

Accept ([redacted] - 12/22/2022)

The staff member was immediately removed from the schedule pending the results of an investigation. The investigation concluded that the staff person had made the insulting statement to the resident. This is considered abuse which is an offense that resulted in termination of the staff member's employment. All direct care staff in personal care will receive education about the correct ways to address a resident's request and we will discuss this type of incident to prevent this type of verbal abuse from happening in the future. See Attachment. Norm Vetter PCA and Diane Host-Staff Educator will provide specific education about what was said to the resident and we will explain how/why this was an abusive statement that showed a lack of dignity and respect toward the resident. I plan to target January 6, 2023 to have this education completed. Education will take place on December 22 and 23rd. December 28, 29 and 30. January 3rd to January 6, 2023 will be targeted for any staff person who did not receive the education during December 2022. Staff will sign- off noting that they understand the education that is being provided (the importance understanding what constitutes abuse) on treating residents with dignity and respect at all times.

42c Treatment of Residents (continued)

Licensee's Proposed Overall Completion Date: 01/06/2023

Implemented (████) - 01/10/2023)

66b - Training Plan Content

3. Requirements

2600.

66.b. The plan must include training aimed at improving the knowledge and skills of the home's direct care staff persons in carrying out their job responsibilities. The staff training plan must include the following:

Description of Violation

The home's staff training plan does not include training in reference to Sensitivity when caring for older adults.

Plan of Correction

Accept (████) - 12/22/2022)

See attached. Our Annual Training plan will be revised to include staff sensitivity toward residents. Especially, when a resident asks for assistance with a medical need. Staff will be taught to understand what happened during the incident where a resident was insulted and not shown the dignity and respect that is our standard of care in Personal Care. The training will discuss better ways of handling this situation and and to reply to a resident's request showing respect and dignity toward the elder. The job responsibility of providing kind and compassionate care will be discussed as part of this education.

Licensee's Proposed Overall Completion Date: 01/20/2023

Implemented (████) - 01/10/2023)

190a - Completion Medication Course

4. Requirements

2600.

190.a. A staff person who has successfully completed a Department-approved medications administration course that includes the passing of the Department's performance-based competency test within the past 2 years may administer oral; topical; eye, nose and ear drop prescription medications and epinephrine injections for insect bites or other allergies.

Description of Violation

Staff person B, stated that caregivers have been known to apply lotions and creams that are located at bedside for the residents in the home. The certified nursing assistants' working in the home have not be trained under the guidelines of the Department approved medication administration course.

Plan of Correction

Accept (████) - 12/22/2022)

Staff will be educated during annual training and also at new hire orientation that only licensed nurses or staff who have passed a Department approved medication admin. course are the only ones allowed to administer medications including over the counter creams and lotions. The CNAs and RAs will be taught to bring requests to apply creams to the nurse or licensed medication administration staff for application of these items. All personal care staff will be educated about this as part of our plan of correction.

Licensee's Proposed Overall Completion Date: 01/20/2023

Implemented (████) - 01/10/2023)