



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

Emailing Date: December 29, 2022

[REDACTED]  
Connie Eicher  
[REDACTED]

RE: Eicher's Family Home Care  
704 Camp Achievement Road  
Normalville, PA 15469  
LICENSE/COC#: 44674

Dear Ms. Eicher:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department), licensing inspections on October 17, 2022 and December 5, 2022, we have found the above facility to be in compliance with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes). Therefore, a regular license is being issued. Your license is enclosed.

Sincerely,

A handwritten signature in black ink that reads "Jamie F. Buchenauer".

Jamie Buchenauer  
Deputy Secretary  
Office of Long-term Living

Enclosures  
License  
Licensing Inspection Summary

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

**Facility Information**

Name: *EICHER'S FAMILY HOME CARE* License #: *44674* License Expiration: *12/17/2022*  
Address: *704 CAMP ACHIEVEMENT ROAD, NORMALVILLE, PA 15469*  
County: *FAYETTE* Region: *WESTERN*

**Administrator**

Name: [REDACTED] Phone: *7244553612* Email: [REDACTED]

**Legal Entity**

Name: *CONNIE S EICHER*

Address: [REDACTED]

Phone: *7244553612*

Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *C-2 LP* Date: *09/22/1997* Issued By: *Labor and Industry*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *31* Waking Staff: *23*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
Reason: *Renewal, Provisional, Monitoring* Exit Conference Date: *12/05/2022*

**Inspection Dates and Department Representative**

*12/05/2022 - On-Site:* [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: *42* Residents Served: *26*

**Secured Dementia Care Unit**

In Home: *No* Area: Capacity: Residents Served:

**Hospice**

Current Residents: *5*

**Number of Residents Who:**

Receive Supplemental Security Income: *3* Are 60 Years of Age or Older: *21*  
Diagnosed with Mental Illness: *4* Diagnosed with Intellectual Disability: *0*  
Have Mobility Need: *5* Have Physical Disability: *1*

**Inspections / Reviews**

*12/05/2022 - Partial*

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *12/25/2022*

Inspections / Reviews (*continued*)

## 12/19/2022 - POC Submission

Submitted By: [REDACTED] Date Submitted: 12/22/2022  
Reviewer: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 12/21/2022

## 12/20/2022 - POC Submission

Submitted By: [REDACTED] Date Submitted: 12/22/2022  
Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 12/21/2022

## 12/27/2022 - Document Submission

Submitted By: [REDACTED] Date Submitted: 12/22/2022  
Reviewer: [REDACTED] Follow-Up Type: Exception

## 89b - Hot Water Temperature

**1. Requirements**

2600.

89.b. Hot water temperature in areas accessible to the resident may not exceed 120°F.

**Description of Violation**

*On 12/5/22, hot water temperatures in the following areas at the following times exceeded 120 Degrees Fahrenheit:*

- 9:48 a.m. - Downstairs common restroom sink - 126.1 degrees Fahrenheit*
- 9:57 a.m., the common restroom sink near bedroom #4 - 126.5 degrees Fahrenheit*
- 9:59 a.m., the common shower room sink next to bedroom #9 - 123.9 degrees Fahrenheit*
- 10:02 a.m., the common restroom sink near living room - 123.4 degrees Fahrenheit*

**Plan of Correction****Accept (█ - 12/20/2022)**

*Hot water temperatures are not to exceed 120 degrees in resident accessible areas. A previous plan of correction submitted outlined on 11/04/2022 included a monitoring of water temperature by Eicher's Maintenance monthly to ensure that the water temperature was maintained at a safe level for resident use, Although this plan was adhered to it was discovered on the State's follow up visit on 12/05/2022 that the thermometer used by Maintenance was defective and showing incorrect readings. Water temperatures exceeded 120 degrees in all 4 resident bathrooms. (126.1 degrees F, 126.5 degrees F, 123.9 degrees F and 123.4 degrees F) A new thermometer to monitor water temperature was purchased (see invoice). Additionally Shipley Heating and Cooling was called to check recently installed water heater. On 12/11/2022 a new water tank thermostat was installed and a water mixture valve was installed on the hot water tank supply. A water temperature was then checked by the plumber which then read 117 degrees. See picture of new mixing valve. Eicher's Maintenance will increase frequency of water temperature checks to weekly with new thermometer beginning week of 12/25/22 when new thermometer obtained. He will continue weekly checks until the week of 03/19/22 when he will resume monthly checks provided the water temperature is maintained below 120 degrees F in all resident bathrooms during previous 3 months. He will continue to report results to this Administrator. Eicher's Nursing Assistants will again be instructed in a Staff meeting 12/22/2022 to report any noted deviation of water temperature immediately to this Administrator or Owner.*

**Licensee's Proposed Overall Completion Date: 03/19/2023**

**Implemented (█ - 12/27/2022)**