



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

CERTIFIED MAIL – RETURN RECEIPT REQUESTED  
MAILING DATE: May 2, 2023

[REDACTED]  
Heartful Hands LLC  
[REDACTED]

RE: Heartful Hands LLC  
514 Mitchell Avenue  
Clairton, Pennsylvania 15025  
License/COC #: 453702

Dear [REDACTED]:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department) licensing inspections on December 15, 2022, and December 28, 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 issues you a SECOND PROVISIONAL license to operate the above facility. A SECOND PROVISIONAL license is being issued based on your acceptable plan to correct the violations as specified on the LIS. This decision is made pursuant to 62 P.S. § 1026 (b)(1)(5) and 55 Pa. Code § 20.71(a)(2); (3); (4); (5) (relating to conditions for denial, nonrenewal or revocation). Your SECOND PROVISIONAL license is enclosed and is valid from May 2, 2023 to November 2, 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.


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<br>Chapter 2600 | Class<br>of<br>Violation | Census at<br>Inspection X | Fine<br>Per resident<br>Per day | Calculated<br>Fine<br>= Per day | Mandated<br>Correction Date<br>(to avoid Fine)      |
|-----------------------------|--------------------------|---------------------------|---------------------------------|---------------------------------|---|
| <u>Section:</u>             |                          |                           |                                 |                                 |   |
| 132(a)                      | II                       | 35                        | \$5                             | \$175                           | 5 calendar days from<br>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 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 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

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,

*Juliet Marsala*

Juliet Marsala  
Deputy Secretary  
Office of Long-term Living

Enclosure  
Licensing Inspection Summary

cc:

[Redacted]

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

**Facility Information**

Name: *HEARTFUL HANDS LLC* License #: *45370* License Expiration: *03/01/2023*  
Address: *514 MITCHELL AVENUE, CLAIRTON, CLARITON, PA 15025*  
County: *ALLEGHENY* Region: *WESTERN*

**Administrator**

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

**Legal Entity**

Name: *HEARTFUL HANDS LLC*  
Address: [REDACTED]  
Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *I-1* Date: *06/04/2010* Issued By: *City of Clairton*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *35* Waking Staff: *26*

**Inspection Information**

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

**Inspection Dates and Department Representative**

12/28/2022 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: *36* Residents Served: *35*

**Secured Dementia Care Unit**

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

**Hospice**

Current Residents: *0*

**Number of Residents Who:**

Receive Supplemental Security Income: *32* Are 60 Years of Age or Older: *18*  
Diagnosed with Mental Illness: *18* Diagnosed with Intellectual Disability: *3*  
Have Mobility Need: *0* Have Physical Disability: *0*

Inspections / Reviews

12/28/2022 - Partial

Lead Inspector: [REDACTED]

Follow-Up Type: *POC Submission*

Follow-Up Date: *01/19/2023*

01/20/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: *01/23/2023*

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: *01/24/2023*

02/28/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: *01/23/2023*

Reviewer: [REDACTED]

Follow-Up Type: *Enforcement*

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

At approximately 10:45 a.m., hot water temperature in the following areas in the home measured:

Bathroom #1 - 147.8 degrees Fahrenheit.

Bathroom #2 - 147.1 degrees Fahrenheit.

Bathroom #3 - 151.6 degrees Fahrenheit.

Bathroom #4 - 150.3 degrees Fahrenheit.

Bathroom #7 - 152.4 degrees Fahrenheit.

At 1:50 p.m., hot water temperatures measured:

Bathroom #1 - 146.3 degrees Fahrenheit.

Bathroom #2 - 147.3 degrees Fahrenheit.

Bathroom #3 - 146.2 degrees Fahrenheit.

Bathroom #4 - 146.3 degrees Fahrenheit.

Bathroom #7 - 148.1 degrees Fahrenheit.

Plan of Correction

Accept [redacted] - 01/20/2023)

Immediate: Thermostats on the homes two water tanks were turned down.

Residents were notified verbally and with signs on the common bathrooms stating caution, water is above normal temperature . Use caution or ask staff for assistance.

Temperatures will be taken daily in areas that are fed by the two tanks in the home.

Continued Compliance:

1. Temperature continue on a daily basis. To be omlpleted by the manager or med tech. See attached temperatures. Daily Temps will continue until plumber confirms the tanks are functioning properly and consistent temperatures are recorded on both tanks for two weeks.

2. Plumber contacted to evaluate the tanks. Plumber to come 1/19/23. Roto Router is the plumbing company contacted.

3. Faucets to be replaced with specialized scald guard feature to prevent water that is above 120 degrees to flow through the faucets. Faucets project will be finished the first quarter of 2023. Cost prohibitive to do all in one month.

4. Kitchen faucet was replaced on 1/18/23

Continued

Licensee's Proposed Overall Completion Date: 03/31/2023

Not Implemented [redacted] - 4/13/2023 )

89b - Hot Water Temperature *(continued)*