

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

February 15, 2023

[REDACTED], EXECUTIVE DIRECTOR
ARHC WHWCHPA01 TRS LLC
1361 EAST BOOT ROAD
EXECUTIVE DIRECTOR
WEST CHESTER, PA, 19380

RE: WELLINGTON COURT AT HERSHEY'S
MILL
1361 EAST BOOT ROAD
WEST CHESTER, PA, 19380
LICENSE/COC#: 14136

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 12/29/2022, 12/30/2022, 01/04/2023, 01/05/2023, 01/06/2023, 01/09/2023, 01/10/2023, 01/11/2023, 01/12/2023, 01/17/2023, 01/18/2023, 01/19/2023, 01/23/2023, 01/25/2023, 01/27/2023 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: WELLINGTON COURT AT HERSHEY'S MILL **License #:** 14136 **License Expiration:** 03/23/2023
Address: 1361 EAST BOOT ROAD, WEST CHESTER, PA 19380
County: CHESTER **Region:** SOUTHEAST

Administrator

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

Legal Entity

Name: ARHC WHWCHPA01 TRS LLC
Address: 1361 EAST BOOT ROAD, EXECUTIVE DIRECTOR, WEST CHESTER, PA, 19380
Phone: [REDACTED] **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: I-2 **Date:** 02/15/2015 **Issued By:** East Goshen Township

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 72 **Waking Staff:** 54

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Complaint, Incident **Exit Conference Date:** 01/27/2023

Inspection Dates and Department Representative

12/29/2022 - Off-Site: [REDACTED]
12/30/2022 - Off-Site: [REDACTED]
01/04/2023 - Off-Site: [REDACTED]
01/05/2023 - Off-Site: [REDACTED]
01/06/2023 - Off-Site: [REDACTED]
01/09/2023 - Off-Site: [REDACTED]
01/10/2023 - Off-Site: [REDACTED]
01/11/2023 - Off-Site: [REDACTED]
01/12/2023 - Off-Site: [REDACTED]
01/17/2023 - Off-Site: [REDACTED]
01/18/2023 - Off-Site: [REDACTED]
01/19/2023 - Off-Site: [REDACTED]
01/23/2023 - Off-Site: [REDACTED]
01/25/2023 - Off-Site: [REDACTED]
01/27/2023 - Off-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 114

Residents Served: 68

Secured Dementia Care Unit

In Home: Yes

Area: Memory Care

Capacity: 40

Residents Served: 14

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 68

Diagnosed with Mental Illness: 1

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 4

Have Physical Disability: 4

Inspections / Reviews

12/29/2022 - Partial

Lead Inspector: [REDACTED]

Follow Up Type: POC Submission

Follow Up Date: 02/09/2023

02/10/2023 POC Submission

Submitted By: [REDACTED]

Date Submitted: 02/15/2023

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 02/18/2023

02/15/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 02/15/2023

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

On [REDACTED] at approximately [REDACTED], staff member A went into resident 1's apartment to provide care for the resident. Resident 1 likes his/her shirt taken off in a certain way, but staff member A yanked it off the resident. Resident 1 stated that he/she cannot raise his/her arms all the way up because of his/her health condition and it is painful. Resident 1 told staff member A to be nice. Resident 1 states they were treated rough, with no dignity or respect. Resident 1 stated that staff member A was very mean and controlling.

Staff member A told the resident to roll over so [REDACTED] could change the resident's incontinent product. The resident stated the staff member was rough and barely clean him/her. The resident still felt wet and asked the staff member to dry him/her and the staff member state "You are clean". The resident told the staff member to just listen and follow my routine. Resident 1 has a routine for providing his/her care. Staff member A didn't put on the resident's incontinent product properly and she did it in a rough manner. Staff member A was frustrated, and being nasty to the resident. Staff member A walked out of the resident's apartment before she was finished providing care without saying anything. The resident remained in bed, wondering if someone would return to finish his/her care. Staff member 1 was gone for at least 10 minutes and then came back to finish providing care.

The resident says that staff come into the apartment in a hurry, rushing to finish quickly. When staff member A comes to the residents apartment to provide care [REDACTED] is always saying, "What next?"

Repeat violation: 09/15/2022 et al

Plan of Correction

Accept [REDACTED] - 02/10/2023)

- Resident #1 is no longer a resident at the facility as of [REDACTED]
- Current residents had the potential to be affected by the deficient practice however, no other resident was impacted.
- The Health and Wellness Director or Designee will provide training to the current direct care staff and licensed staff on the company's abuse and neglect policy and on the Resident rights policy . Completion date 2/17/2023
- Current direct care and licensed staff will be in serviced by the Health and Wellness Director and/or designee on ADL person centered care. Completion Date. 2/17/2023

Licensee's Proposed Overall Completion Date: 02/17/2023

Implemented [REDACTED] - 02/15/2023)

187b - Date/Time of Medication Admin.

2. Requirements

2600.

187.b. The information in subsection (a)(13) and (14) shall be recorded at the time the medication is administered.

Description of Violation

Resident 2 has an order to collect a urine specimen on the first of every month between the hours of 7 am to 7 pm. The urine specimen for the month of December was not collected until [REDACTED]. However, on [REDACTED]

187b - Date/Time of Medication Admin. (continued)

█ staff member B signed the medication administration record indicating the specimen was collected for resident 2.

Repeat violation: 06/27/2022 et al, 08/17/2022, 09/22/2022.

Plan of Correction

Accept (█ - 02/10/2023)

- Current residents had the potential to be affected by the deficient practice however, no other resident was impacted.
- Staff member B was educated on the company's medication Policy by the Health & Wellness Director on 2/08/2023
- Staff will be in serviced on the company's medication errors policy by the Health & Wellness Director or designee. Completion date 2/17/2023
- Current clinical Staff will be in serviced on state reg 2600.187B by the HWD or designee completion date 2/17/2023
- The Health & Wellness Director will provide training on processing a new lab order upon receipt, training will be provided for the licensed staff. Completion date 2/17/2023
- Current staff authorized to pass medications will be provided a training on the medication policy including recording a medication at the time of administration by the Health and Wellness director. Completion date 2/17/23
- Staff nurse or designee will monitor the medication administration records for omissions daily and address and report discrepancies immediately to the Health and Wellness Director or Executive Director. Starting 1/31/2023
- The findings of the daily review of medication administration records will be reviewed by the Executive Director during the quarterly assurance review on February 28, 2023 x 3 months.

Licensee's Proposed Overall Completion Date: 02/17/2023

Implemented (█ - 02/15/2023)

187d - Follow Prescriber's Orders

3. Requirements

2600.
187.d. The home shall follow the directions of the prescriber.

Description of Violation

Resident 2 has an order to collect a urine specimen on the first of every month between the hours of 7 am to 7 pm. The urine specimen for the month of █ was not collected until █

Repeat violation: 06/27/2022 et al, 08/17/2022, 09/22/2022.

Plan of Correction

Accept (█ 02/10/2023)

- Current residents had the potential to be affected by the deficient practice however, no other resident was impacted.
- Staff member B will receive training by the Health & Wellness Director on the medication Policy, including how to process a new physician order by 02/17/2023.
- Current staff authorized to pass medications will be provided a training on the medication policy including recording a medication at the time of administration, also the medication error policy by the Health and Wellness director. Completion date 2/17/2023
- Staff nurse or designee will monitor the medication administration records for omissions daily and address and

187d Follow Prescriber's Orders (continued)

report discrepancies immediately to the health and wellness Director or Executive Director. Starting 1/31/2023

- The findings of the daily review of medication administration records will be reviewed & discussed by the Executive Director during the quarterly assurance review starting by February 28, 2023.*

Licensee's Proposed Overall Completion Date: 02/17/2023

Implemented [REDACTED] - 02/15/2023)