

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

May 10, 2023

[REDACTED]
COUNTRYSIDE CONVALESCENT HOME LIMITED PARTNERSHIP
8221 LAMOR ROAD
ATTN CLAUDIA MCINTYRE
MERCER, PA, 16137

RE: QUALITY LIFE SERVICES MERCER
8221 LAMOR ROAD
MERCER, PA, 16137
LICENSE/COC#: 46050

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 02/07/2023, 03/07/2023 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: *QUALITY LIFE SERVICES MERCER* License #: *46050* License Expiration: *06/14/2023*
 Address: *8221 LAMOR ROAD, MERCER, PA 16137*
 County: *MERCER* Region: *WESTERN*

Administrator

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

Legal Entity

Name: *COUNTRYSIDE CONVALESCENT HOME LIMITED PARTNERSHIP*
 Address: *8221 LAMOR ROAD, ATTN CLAUDIA MCINTYRE, MERCER, PA, 16137*
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: *C 2 LP* Date: *12/04/2003* Issued By: *L&I*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *22* Waking Staff: *17*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
 Reason: *Incident* Exit Conference Date: *03/07/2023*

Inspection Dates and Department Representative

02/07/2023 On Site [REDACTED]
03/07/2023 Off Site [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: *36* Residents Served: *11*

Secured Dementia Care Unit
 In Home: *Yes* Area: *na* Capacity: *36* Residents Served: *11*

Hospice
 Current Residents: *0*

Number of Residents Who:
 Receive Supplemental Security Income: *1* Are 60 Years of Age or Older: *11*
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*
 Have Mobility Need: *11* Have Physical Disability: *0*

Inspections / Reviews

02/07/2023 - Partial
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *03/19/2023*

03/23/2023 - POC Submission
 Submitted By: [REDACTED] Date Submitted: *03/21/2023*
 Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *03/30/2023*

Inspections / Reviews (*continued*)

03/24/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 04/29/2023

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 05/04/2023

05/10/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 04/29/2023

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]/23, an incident of suspected abuse was perpetrated by staff member A, against resident #1, and resident #2. However, the incident was not reported to the department until [REDACTED]/23, at [REDACTED] p.m.

Plan of Correction

Accept ([REDACTED] - 03/24/2023)

1. 2600.16.c. PCHA or Wellness Director will report all incidents or conditions to DHS within 24 hours. PCHA or Wellness Director will review and investigate all allegations within 72 hours. All incident reports will be audited for timeliness including the prior three months. Audit will be completed by PCHA on or before 3-31-2023 All incidents will be reviewed at Quality Management monthly meeting beginning 4-17-23 by PCHA or Director of wellness. Staff will be educated by PCHA or Director of Wellness on the requirements of reporting incidents to DHS and will be completed by April 20th, 2023. Documentation of the education will be kept by PCHA.

Licensee's Proposed Overall Completion Date: 04/20/2023

Implemented ([REDACTED] - 05/10/2023)

42c - Treatment of Residents

2. Requirements

2600.

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

Description of Violation

Interviews indicated that on [REDACTED] 23, staff member A treated resident #1 in an undignified manner while administering medication by "crumpling up the pill cup up, throwing and striking resident #1, with the cup".

Plan of Correction

Accept ([REDACTED] - 03/24/2023)

2. 2600.42.c. Staff will be educated on Dignity and Respect by the PCHA or Director of Wellness by April 20th, 2023. Documentation of the education will be kept by PCHA. PCHA or Director of Wellness will do random interviews with 4 residents on a weekly bases for 1 month then monthly for 3 months to make sure residents care needs are being met. Interviews will be reviewed at the monthly Quality Management Meeting by the PCHA or Director of Wellness beginning 4-17-23.

Licensee's Proposed Overall Completion Date: 04/20/2023

Implemented ([REDACTED] - 05/10/2023)