

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

March 8, 2023

[REDACTED]
AL ONE PA INVESTMENTS OPCO LLC
[REDACTED]
[REDACTED]

RE: SUNRISE OF EXTON
200 SUNRISE BOULEVARD
EXTON, PA, 19341
LICENSE/COC#: 14489

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 02/06/2023 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: *SUNRISE OF EXTON* License #: *14489* License Expiration: *01/01/2024*
 Address: *200 SUNRISE BOULEVARD, EXTON, PA 19341*
 County: *CHESTER* Region: *SOUTHEAST*

Administrator

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

Legal Entity

Name: *AL ONE PA INVESTMENTS OPCO LLC*
 Address: *7902 WESTPARK DRIVE, ATTN LICENSING, MCLEAN, VA, 22102*
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *11/15/1999* Issued By: *CWOPA L&I*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *70* Waking Staff: *53*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
 Reason: *Incident* Exit Conference Date: *02/06/2023*

Inspection Dates and Department Representative

02/06/2023 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: *106* Residents Served: *45*

Secured Dementia Care Unit
 In Home: *Yes* Area: *reminesence* Capacity: *39* Residents Served: *15*

Hospice
 Current Residents: *8*

Number of Residents Who:
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *45*
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*
 Have Mobility Need: *25* Have Physical Disability: *1*

Inspections / Reviews

02/06/2023 - Partial
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *02/25/2023*

02/28/2023 - POC Submission
 Submitted By: [REDACTED] Date Submitted: *03/08/2023*
 Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *03/08/2023*

Inspections / Reviews *(continued)*

03/08/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 03/08/2023

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], starting at approximately [REDACTED] resident 1 pressed their call bell multiple times. During this time, staff person A states to resident 1, "I know two year old's that are less trouble than you are". Resident 1 was upset and felt that staff person A did not have the patience needed to do this job and does not feel comfortable receiving care from this staff person.

Plan of Correction

Accept (MJ - 02/28/2023)

On [REDACTED] the incident was reported to the Department of Human Services and staff person A was placed on administrative leave during the investigation.

On [REDACTED], the Executive Director and designee interviewed other residents who interacted with staff person A to see if they had any concerns with being treated with dignity and respect; no concerns were noted.

On [REDACTED] upon completion of the facility's investigation, it was determined there was a gap in customer service when Staff Member A spoke with Resident #1. Staff person A resigned at the conclusion of the investigation.

On 3/7/2023, the Executive Director and designees will provide training and education to all staff persons in the community on resident rights and customer service.

On 2/15/2023, the Executive Director or designee reviewed the importance of resident rights and the procedure for communicating any issues surround resident rights during monthly Resident Council Meetings.

The POC and monitoring results are reviewed and evaluated by the Executive Director and coordinators at the monthly Quality Assurance and Performance Improvement (Quality Management) meeting to ensure it is still effective. If it is no longer effective, it will be amended and a new POC will be implemented and monitored to ensure the violation does not occur again.

Licensee's Proposed Overall Completion Date: 03/07/2023

Implemented (MJ - 03/08/2023)