

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

March 29, 2023

[REDACTED], ADMINISTRATOR
ALWAYS ON CARE LLC
[REDACTED]

RE: ALWAYS ON CARE
600 NORTH LAUREL STREET
HAZELTON, PA, 18201
LICENSE/COC#: 23006

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 03/08/2023 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: ALWAYS ON CARE License #: 23006 License Expiration: 06/03/2023
 Address: 600 NORTH LAUREL STREET, HAZELTON, PA 18201
 County: LUZERNE Region: NORTHEAST

Administrator

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

Legal Entity

Name: ALWAYS ON CARE LLC
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: I-1 Date: 04/22/2010 Issued By: Labor & Industry

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 20 Waking Staff: 15

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
 Reason: Complaint, Incident Exit Conference Date: 03/08/2023

Inspection Dates and Department Representative

03/08/2023 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: 26 Residents Served: 20
 Secured Dementia Care Unit
 In Home: No Area: Capacity: Residents Served:
 Hospice
 Current Residents: 1
 Number of Residents Who:
 Receive Supplemental Security Income: 7 Are 60 Years of Age or Older: 20
 Diagnosed with Mental Illness: 12 Diagnosed with Intellectual Disability: 3
 Have Mobility Need: 0 Have Physical Disability: 1

Inspections / Reviews

03/08/2023 Partial
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 03/23/2023

03/23/2023 - POC Submission
 Submitted By: [REDACTED] Date Submitted: 03/29/2023
 Reviewer: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 03/29/2023

Inspections / Reviews *(continued)*

03/23/2023 POC Submission

Submitted By: [REDACTED]

Date Submitted: 03/29/2023

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 03/29/2023

03/29/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 03/29/2023

Reviewer: [REDACTED]

Follow Up Type: Not Required

15a - Resident Abuse Report

1. Requirements

2600.

15.a. The home shall immediately report suspected abuse of a resident served in the home in accordance with the Older Adult Protective Services Act (35 P. S. § 10225.701—10225.707) and 6 Pa. Code § 15.21—15.27 (relating to reporting suspected abuse) and comply with the requirements regarding restrictions on staff persons.

Description of Violation

On [redacted] at [redacted], Staff Person A observed Resident #1 on the floor outside of the kitchen area. Resident #1 stated Resident #2 pushed them down. Resident #1 complained of a scratch on their neck and pain in [redacted] hip. The home did not report the incident to the Dept. until [redacted]. The home did not report the incident to Luzerne County Aging Office.

On [redacted] at [redacted], Resident #3 told Staff Person B that Resident #1 pulled their hair and pushed them. Resident #1 became angry when questioned about the incident and hollered at Staff Person B, "I hate you, hog, fat pig". Resident #1 left the building for a few minutes. When Resident #1 returned, they grabbed Staff Person B's arm and spit in their face. EMS were called and Resident #1 was sent to Lehigh Valley Hospital in Hazleton where they were evaluated for aggressive behavior. The home did not report the incident to Luzerne County Aging Office.

Plan of Correction

Accept [redacted] - 03/23/2023)

In the future, the home will immediately report suspected abuse of a resident served in the home in accordance with the Older Adult Protective Services Act, and comply with the requirements regarding restrictions on staff persons.

In addition, the staff of the home attended training that reinforced topics related to the Reporting of Reportable Incidents & Conditions, the Care of Residents with Dementia, Mental Illness, & Other Cognitive Impairment, Safety Management & Hazard Prevention, and the like as attached. The home does have a system in place to report suspected abuse of a resident which is to first communicate with the administrator, then contact the proper authorities to report and resolve the situation. The person who is in charge of reporting abuse, whether during the week or on weekends, is the administrator, [redacted].

Licensee's Proposed Overall Completion Date: 03/23/2023

Implemented [redacted] - 03/29/2023)

16c - Written Incident Report

2. 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] at [redacted], Staff Person A observed Resident #1 on the floor outside of the kitchen area. Resident #1 stated Resident #2 pushed them down. Resident #1 complained of a scratch on their neck and pain in [redacted] hip. The home did not report the incident to the Dept. until [redacted].

On [redacted] at [redacted] Resident #3 told Staff Person B that Resident #1 pulled their hair and pushed them. Resident #1 became angry when questioned about the incident and hollered at Staff Person B, "I hate you, hog, fat pig". Resident

16c Written Incident Report (continued)

#1 left the building for a few minutes. When Resident #1 returned, they grabbed Staff Person B's arm and spit in their face. EMS were called and Resident #1 was sent to Lehigh Valley Hospital in Hazelton where they were evaluated for aggressive behavior. The home did not report the incident to the Dept. until [REDACTED]

On [REDACTED], Resident #4 did not return to the home by the 10:00pm curfew and Staff Person B reported him/her missing to the police. In the early morning hours of [REDACTED], Staff Person B was notified by police that Resident #4 was dropped off at a hotel because he/she refused to return to the home. Police were called again because Resident #4 was causing trouble. They were transported to Lehigh Valley Hospital in Hazelton for evaluation. The home did not report the incident to the Department.

REPEATED VIOLATION 9 15 22

Plan of Correction**Accept ([REDACTED] - 03/23/2023)**

In the future, the home will immediately report suspected abuse of a resident served in the home to the regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department.

In addition, the staff of the home attended training that reinforced topics related to the Reporting of Reportable Incidents & Conditions, the Care of Residents with Dementia, Mental Illness, & Other Cognitive Impairment, Safety Management & Hazard Prevention, and the like as attached. The home does have a system in place to report suspected abuse of a resident which is to first communicate with the administrator, then contact the proper authorities to report and resolve the situation. The person who is in charge of reporting abuse, whether during the week or on weekends, is the administrator, [REDACTED].

Licensee's Proposed Overall Completion Date: 03/23/2023

Implemented (JH - 03/29/2023)