

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

May 9, 2023

[REDACTED], ADMINISTRATOR
HENDORN INC
[REDACTED]
[REDACTED]

RE: COLE MANOR
101 MAPLE STREET
COUDERSPORT, PA, 16915
LICENSE/COC#: 24263

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 03/17/2023 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]
[REDACTED]

cc: Pennsylvania Bureau of Human Service Licensing

Facility Information

Name: COLE MANOR **License #:** 24263 **License Expiration:** 08/09/2023
Address: 101 MAPLE STREET, COUDERSPORT, PA 16915
County: POTTER **Region:** NORTHEAST

Administrator

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

Legal Entity

Name: HENDORN INC
Address: [REDACTED]
Phone: [REDACTED] **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: C-2 LP **Date:** 10/21/1987 **Issued By:** L&I

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 24 **Waking Staff:** 18

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Incident **Exit Conference Date:** 03/17/2023

Inspection Dates and Department Representative

03/17/2023 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 30 **Residents Served:** 24

Secured Dementia Care Unit

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

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 3 **Are 60 Years of Age or Older:** 18
Diagnosed with Mental Illness: 0 **Diagnosed with Intellectual Disability:** 1
Have Mobility Need: 0 **Have Physical Disability:** 0

Inspections / Reviews

03/17/2023 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 04/16/2023

04/17/2023 - POC Submission

Submitted By: [REDACTED] **Date Submitted:** 05/05/2023
Reviewer: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 04/20/2023

Inspections / Reviews (*continued*)

04/26/2023 POC Submission

Submitted By: [REDACTED] Date Submitted: 05/05/2023

Reviewer: [REDACTED] Follow Up Type: Document Submission Follow Up Date: 04/28/2023

05/09/2023 Document Submission

Submitted By: [REDACTED] Date Submitted: 05/05/2023

Reviewer: [REDACTED] Follow Up Type: Not Required

187d - Follow Prescriber's Orders

1. Requirements

2600.

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

Description of Violation

Resident #1 is prescribed [redacted] every 6 hours as needed for agitation, not to exceed 3 doses in 24 hours. However, Resident #1 was administered this medications on [redacted] at [redacted] m and [redacted].

Plan of Correction

Accept [redacted] - 04/26/2023)

PCHA, [redacted] has begun to conduct verbal Staff Education regarding the use of controlled substances. PCHA will conduct an audit that will be done on all controlled substances x4, 4/13/23, 4/20/23, 4/27/23 and 5/4/23.

A controlled substance audit will then be completed quarterly on all controlled substances given and compared against their orders to monitor ongoing compliance.

Licensee's Proposed Overall Completion Date: 05/04/2023

Implemented [redacted] - 05/09/2023)

202 - Prohibitions

2. Requirements

2600.

202. The following procedures are prohibited:

- 4. A chemical restraint, defined as use of drugs or chemicals for the specific and exclusive purpose of controlling acute or episodic aggressive behavior, is prohibited. A chemical restraint does not include a drug ordered by a physician or dentist to treat the symptoms of a specific mental, emotional or behavioral condition, or as pretreatment prior to a medical or dental examination or treatment.

Description of Violation

On 1/21/23 Resident #1 was agitated and wanted to go home. Staff A administered [redacted] at [redacted] to relax resident. Resident refused morning care, refused to use their walker for mobility, and continually insisted on going home. Resident #1s behavior did not improve after first dose of Lorazepam and a second dose was given at [redacted] am to subdue Resident #1 behaviors.

Plan of Correction

Accept [redacted] - 04/26/2023)

PCHA, [redacted] has conducted verbal Staff education on chemical restraints and the seriousness of the use of chemical restraints.

The education of staff will be completed by 4/19/2023. Staff Education will be conducted yearly by PCHA and upon hiring and education papers will be signed by employee.

PCHA will conduct an audit that will be done on all controlled substances x4, 4/13/23, 4/20/23, 4/27/23 and 5/4/23.

Licensee's Proposed Overall Completion Date: 05/04/2023

Implemented [redacted] - 05/09/2023)

227d - Support Plan Medical/Dental

3. Requirements

2600.

227.d. Each home shall document in the resident’s support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident’s physician, physician’s assistant or certified registered nurse practitioner, determine the necessity of these services. This requirement does not require a home to pay for the cost of these medical and behavioral care services.

Description of Violation

Physician ordered Physical Therapy, Occupational Therapy, and Speech Therapy. None of these therapies are noted in Resident #1s assessment and support plan.

Plan of Correction

Accept [REDACTED] - 04/26/2023)

PCHA, [REDACTED] will conduct an audit of the resident's support plan to ensure that all services are being captured in the plan 4/13/2023.

PCHA will conduct a staff education to remind staff that any new orders that come in for a resident be conveyed to PCHA to determine if the needs need to be addressed in resident's support plan. Staff education will be completed by 4/28/2023.

A visible reminder "cue card" will be placed at all documentation areas to remind staff to advise PCHA of any new orders. This will be completed by 4/20/2023.

Licensee's Proposed Overall Completion Date: 04/28/2023

Implemented [REDACTED] - 05/09/2023)