

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

June 20, 2023

[REDACTED], OWNER
HEARTFUL HANDS LLC
[REDACTED]

RE: HEARTFUL HANDS LLC
514 MITCHELL AVENUE
CLAIRTON
CLARITON, PA, 15025
LICENSE/COC#: 45370

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 03/21/2023 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: HEARTFUL HANDS LLC License #: 45370 License Expiration: 03/01/2023
 Address: 514 MITCHELL AVENUE, CLAIRTON, CLARITON, PA 15025
 County: ALLEGHENY Region: WESTERN

Administrator

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

Legal Entity

Name: HEARTFUL HANDS LLC
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: I-1 Date: 06/14/2010 Issued By: City of Clairton

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 38 Waking Staff: 29

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
 Reason: Complaint Exit Conference Date: 03/30/2023

Inspection Dates and Department Representative

03/21/2023 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: 36 Residents Served: 35
 Secured Dementia Care Unit
 In Home: No Area: Capacity: Residents Served:
 Hospice
 Current Residents: 0
 Number of Residents Who:
 Receive Supplemental Security Income: 30 Are 60 Years of Age or Older: 35
 Diagnosed with Mental Illness: 30 Diagnosed with Intellectual Disability: 1
 Have Mobility Need: 3 Have Physical Disability: 0

Inspections / Reviews

03/21/2023 Partial
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 04/13/2023

04/14/2023 - POC Submission
 Submitted By: [REDACTED] Date Submitted: 06/15/2023
 Reviewer: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 04/20/2023

Inspections / Reviews *(continued)*

04/25/2023 POC Submission

Submitted By: [REDACTED]

Date Submitted: 06/15/2023

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 06/08/2023

06/20/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 06/15/2023

Reviewer: [REDACTED]

Follow Up Type: Not Required

56 - Admin 20 Hours/Week

1. Requirements

2600.

56. Administrator Staffing - The administrator shall be present in the home an average of 20 hours or more per week, in each calendar month.

Description of Violation

According to multiple staff persons, there is no current, qualified administrator present in the home an average of 20 hours per week. The current administrator on record, [REDACTED] lives in another state and has not been present in the home since [REDACTED].

Plan of Correction

Directed ([REDACTED] - 04/25/2023)

Spoke with [REDACTED] on [REDACTED] [REDACTED] reported that [REDACTED] give us an extension on the plan of correction submission date.

I was out due to being diagnosed with Covid and had other long term medical complications that it was not safe to enter the personal care home in February and March 2023. I have attached the documentation confirming that I could not commute and of the diagnosis. I do hold an administrator licenses. Please see attached.

We will meet regulations for an administrator onsite of the personal for 80 hours per month that will average to 20 hours per week/80 hours per month is met as the regulation lists moving forward.

We have hired a person that is currently enrolled in the administrator class that starts 5/5/2023, [REDACTED] meets all expectations to qualify to take the class. [REDACTED] is experienced in the field and with the specific population that we serve. [REDACTED] will work 30 plus hours per week. Please see attached documentation [REDACTED] will test June 5th. (DIRECTED: By 4/28/23: The legal entity representative shall submit a waiver application to the Department for [REDACTED] to successfully complete of the 100-hour Department-approved administrator training course by 6/5/23. A copy of the waiver response from the Department shall be kept and followed. Until a waiver is approved from the Department, the legal entity shall ensure a qualified administrator is physically present in the home an average of 20 hours or more per week. Documentation of the hours worked by the administrator shall be kept. [REDACTED] 4/25/23).

DIRECTED: By 6/8/23: [REDACTED] shall complete the orientation program approved and administered by the Department. Documentation of successful completion of the orientation program shall be kept. [REDACTED] 4/25/23).

DIRECTED

We have a phone screening on 4/20/2023 @ 11 am with an administrator please see attached resume. We have 7 resumes that have been submitted as of 4/19/2023 at 6:07 pm, we will review and set up phone screens and in person interviews for 4/27/23 and 4/28/23.

We have posted on Indeed and will seek to also have a contracted back up administrator for emergencies by 5/18/2023 and to be in position in the event our new hire does not pass the exam.

I have also attached a list of my classmates that are now administrators locally we are working to check availability that could assist Heartful Hands with coverage.

Directed Completion Date: 06/08/2023

56 Admin 20 Hours/Week (*continued*)

Implemented ([REDACTED] - 06/20/2023)