

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

April 28, 2023

[REDACTED]
BARCLAY FRIENDS
700 NORTH FRANKLIN STREET
WEST CHESTER, PA, 19380

RE: BARCLAY FRIENDS
700 NORTH FRANKLIN STREET
WEST CHESTER, PA, 19380
LICENSE/COC#: 14682

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 03/30/2023 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: BARCLAY FRIENDS	License #: 14682	License Expiration: 04/07/2023
Address: 700 NORTH FRANKLIN STREET, WEST CHESTER, PA 19380		
County: CHESTER	Region: SOUTHEAST	

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

Legal Entity		
Name: BARCLAY FRIENDS		
Address: 700 NORTH FRANKLIN STREET, WEST CHESTER, PA, 19380		
Phone: [REDACTED]	Email: [REDACTED]	

Certificate(s) of Occupancy		
Type: 1 1	Date: 05/29/2019	Issued By: Borough of West Chester

Staffing Hours		
Resident Support Staff: 0	Total Daily Staff: 74	Waking Staff: 56

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

Inspection Dates and Department Representative	
03/30/2023	On Site [REDACTED]

Resident Demographic Data as of Inspection Dates			
General Information			
License Capacity: 75		Residents Served: 56	
Secured Dementia Care Unit			
In Home: Yes	Area: Memory Care	Capacity: 23	Residents Served: 19
Hospice			
Current Residents: 2			
Number of Residents Who:			
Receive Supplemental Security Income: 0		Are 60 Years of Age or Older: 56	
Diagnosed with Mental Illness: 0		Diagnosed with Intellectual Disability: 0	
Have Mobility Need: 18		Have Physical Disability: 0	

Inspections / Reviews		
03/30/2023 - Partial		
Lead Inspector: [REDACTED]	Follow-Up Type: POC Submission	Follow-Up Date: 04/20/2023
04/24/2023 - POC Submission		
Submitted By: [REDACTED]	Date Submitted: 04/26/2023	
Reviewer: [REDACTED]	Follow-Up Type: Document Submission	Follow-Up Date: 04/27/2023

Inspections / Reviews *(continued)*

04/28/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 04/26/2023

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] 23, at approximately [REDACTED] am, resident 1 rang his/her necklace bell to get help with incontinence care. After waiting 15 minutes the resident went and sat at the door. While at the door another resident noticed resident 1 waiting and went to look for someone to assist resident 1. Staff person A arrived to the residents room around [REDACTED] noon. According to the resident staff person A came in the room storming and yelled "You didn't have to send someone to check on me." Resident 1 stated that he/she didn't send anyone to find [REDACTED]. The staff person provided the incontinence care and left.

Staff person A came back to resident 1's room again at [REDACTED] pm to help with incontinence care but says nothing to the resident. Resident 1 stated to staff person A, "Young [REDACTED], I think you owe me an apology for the way you treated me before," staff person A responded, "Don't call me young [REDACTED]." Resident 1 said that staff person A was disrespectful and rude to him/her, and stated, "You know there have been a lot of complaints about you," and "You don't appreciate all the help we've been giving you."

Plan of Correction

Accept [REDACTED] - 04/24/2023)

The Staff Person was called into question on [REDACTED] 2023 by the home's Personal Care Administrator as soon as the incident was reported. At approximately [REDACTED] pm on [REDACTED]/23 the homes Personal Care Administrator and Clinical Care Coordinator was addressing the concern reported by the Resident, due to the severity of the complaint and the staff member's reaction to the counseling, [REDACTED] was terminated effective [REDACTED]/23.

The home provided resident right training to all staff members. This was completed on March 23, 2023 by the home's Personal Care Administrator, Clinical Care Coordinator and the Quality Improvement Nurse. Return demonstration of the Resident Rights was required by all participants. All team members are required to complete annual training on abuse and resident rights, this is monitored by the Human Resources Department for compliance.

Licensee's Proposed Overall Completion Date: 04/18/2023

Implemented [REDACTED] - 04/28/2023)