

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

May 12, 2023

[REDACTED], EXECUTIVE DIRECTOR
SOUTHWEST BEHAVIORAL CARE INC
[REDACTED]

RE: BARCLAY PLACE
320 WEST PITTSBURGH STREET
GREENSBURG, PA, 15601
LICENSE/COC#: 45387

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 04/10/2023 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 PLACE License #: 45387 License Expiration: 09/22/2023
 Address: 320 WEST PITTSBURGH STREET, GREENSBURG, PA 15601
 County: WESTMORELAND Region: WESTERN

Administrator

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

Legal Entity

Name: SOUTHWEST BEHAVIORAL CARE INC
 Address: [REDACTED]

Certificate(s) of Occupancy

Type: R-4 Date: 04/20/2022 Issued By: City of Greensburg

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 13 Waking Staff: 10

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
 Reason: Complaint, Incident Exit Conference Date: 04/10/2023

Inspection Dates and Department Representative

04/10/2023 - On-Site [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: 14 Residents Served: 12
 Secured Dementia Care Unit
 In Home: No Area: Capacity: Residents Served:
 Hospice
 Current Residents: 12
 Number of Residents Who:
 Receive Supplemental Security Income: 12 Are 60 Years of Age or Older: 4
 Diagnosed with Mental Illness: 13 Diagnosed with Intellectual Disability: 0
 Have Mobility Need: 1 Have Physical Disability: 0

Inspections / Reviews

04/10/2023 Partial
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 05/07/2023

05/02/2023 - POC Submission
 Submitted By: [REDACTED] Date Submitted: 05/11/2023
 Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 05/09/2023

Inspections / Reviews *(continued)*

05/12/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 05/11/2023

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], at approximately [REDACTED] a.m., direct care staff person A was administering medication to resident #1. The resident refused the medication and indicated resident #1 woke up agitated, due to being unable to find knee brace and complaining of being in a lot of pain. Direct care staff person B informed the resident of having pain medication and resident #1 agreed to take it.

Resident #1 informed direct care staff person B of overhearing direct care staff person A stating, "I did nothing fucking to the resident", which upset resident #1 while the resident was in his/her bedroom on the second floor. Direct care staff person's A and C were in the second-floor hallway by resident #1's bedroom having a conversation that was overheard by resident #1 and direct care staff person B.

Direct care staff person C asked staff person A "what was going on?" Direct care staff person A stated, "resident #1 was like a bitch last night couldn't find [REDACTED] knee brace so it set [REDACTED] off." "I didn't do a fucking thing to the resident." Resident #1 overheard them and began to yell out to direct care staff person A, "You're a fucking bitch, you're a liar." Resident #1 was reported to be extremely escalated and able to hear some of the staff's conversation. Direct care staff person B, yelled out from resident #1's bedroom, "Hey you guys I can still hear you why you don't you go somewhere else."

Resident #1 continued ranting, yelling at direct care staff person A, "that bitch hates me. I don't know why [REDACTED] hates me." "You hate me, I don't know what is wrong with you. You are such a bitch!" Direct care staff person B was attempting to de-escalating resident #1 in the bedroom, while direct care staff person A was being pushed into the back staff office on the second floor by direct care staff person C, as resident #1 continued to rant, direct care staff person A was saying, "it was a good night, it was a good night."

Plan of Correction

Accept ([REDACTED] - 05/02/2023)

On March 19th 2023, SPHS Barclay Place placed Staff Member A on an investigatory leave without pay. Barclay Place developed a Corrective Action Plan and Staff Member A returned to work on March 28th 2023. This corrective action plan addressed body language, supervision with management, verbal communication, as well as APS training and resident rights. During Staff Member A's leave, they were instructed to complete the Department of Aging's Mandatory Abuse Reporting Training, which was completed and turned in prior to their return to work. After returning, Staff Member A was supervised by another staff member at all times. Staff Member A had also attended weekly supervisions with the Team Lead or the Supervisor since returning to work and will continue to complete weekly supervisions for another 6 weeks. After 6 weeks, Staff Member A will continue to participate in monthly supervisions with the Team Lead or Supervisor. During these supervisions, management has addressed appropriate body language, continuing supervision with management, using appropriate verbal communication with residents and staff and being aware of your surroundings, as well as reviewing APS training and resident rights during each supervision.

Licensee's Proposed Overall Completion Date: 06/02/2023

Implemented ([REDACTED] - 05/12/2023)

54a - Direct Care Staff

2. Requirements

54a Direct Care Staff (continued)

2600.

54.a. Direct care staff persons shall have the following qualifications:

- 2. Have a high school diploma, GED or active registry status on the Pennsylvania nurse aide registry.

Description of Violation

On [REDACTED] there was no record of the following direct care staff persons having a high school diploma, GED diploma, or active registration status on the Pennsylvania nurse aide registry on file:

- * Direct care staff person D hired [REDACTED]
- * Direct care staff person E hired [REDACTED]

Plan of Correction

Accept [REDACTED] 05/02/2023)

On April 11th, the Supervisor obtained Staff Member D and E's high school diplomas and they are now in their staff file.

Barclay Place will be implementing a new hire staff file checklists to ensure all of the appropriate paperwork is in their files. This checklist will be implemented for all newly hired staff as of 5/1/2023.

The Supervisor and Team Lead will conduct an audit no later than 5/5/23 to ensure all other staff have all appropriate documentation and paperwork in their staff file.

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

Implemented ([REDACTED] - 05/12/2023)

57a Designee Present/Age

3. Requirements

2600.

57.a. At all times one or more residents are present in the home a direct care staff person who is 21 years of age or older and who serves as the designee, shall be present in the home. The direct care staff person may be the administrator if the administrator provides direct care services.

Description of Violation

On 4/10/23, The home is servicing 13 residents, with personal care needs. The following staff persons are identified as being under 21 years of age and are currently working without a staff person or designee 21 years or older being present in the home, to include:

- * Direct care staff person D and med tech, hired, [REDACTED] with a DOB: [REDACTED]
- * Direct care staff person E, hired [REDACTED]

According to the home's schedule and interviews, direct care staff person D and E, were the only staff working or worked together with no staff person over the age of 21 years old present on the following dates and times, to include:

- * Direct care staff person D and E were the only staff working in the home from [REDACTED] on [REDACTED]
- * Direct care staff person D, worked alone in the home from [REDACTED] on [REDACTED].
- * Direct care staff person E worked alone in the home from [REDACTED] on [REDACTED] and [REDACTED]

Plan of Correction

Accept ([REDACTED] - 05/02/2023)

On 4/11/2023, the Supervisor modified the April schedule to ensure that someone over the age of 21 is working with Staff Member D and Staff Member E at all times. We also revised all of our hiring policies and will only be hiring staff over the age of 21 moving forward. The Team Lead will be responsible for doing a 6 month review of the schedules to ensure that Staff Member D and E are never scheduled without a staff member over the age of 21.

Licensee's Proposed Overall Completion Date: 10/27/2023

57a Designee Present/Age (*continued*)

Implemented ([REDACTED] - 05/12/2023)