

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

June 14, 2023

[REDACTED], VICE PRESIDENT  
CSH EXTON LESSEE LLC  
[REDACTED]  
[REDACTED]

RE: ARBOR TERRACE EXTON  
100 OAKLANDS BOULEVARD  
EXTON, PA, 19341  
LICENSE/COC#: 14793

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 04/11/2023 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:** ARBOR TERRACE EXTON **License #:** 14793 **License Expiration:** 08/07/2023  
**Address:** 100 OAKLANDS BOULEVARD, EXTON, PA 19341  
**County:** CHESTER **Region:** SOUTHEAST

## Administrator

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

## Legal Entity

**Name:** CSH EXTON LESSEE LLC  
**Address:** [REDACTED]  
**Phone:** [REDACTED]

## Certificate(s) of Occupancy

**Type:** 11 **Date:** 01/11/2021 **Issued By:** West Whiteland Township

## Staffing Hours

**Resident Support Staff:** 0 **Total Daily Staff:** 105 **Waking Staff:** 79

## Inspection Information

**Type:** Partial **Notice:** Unannounced **BHA Docket #:**  
**Reason:** Complaint, Monitoring **Exit Conference Date:** 04/11/2023

## Inspection Dates and Department Representative

04/11/2023 On Site [REDACTED]

## Resident Demographic Data as of Inspection Dates

## General Information

**License Capacity:** 99 **Residents Served:** 72

## Secured Dementia Care Unit

**In Home:** Yes **Area:** Memory Care One **Capacity:** 32 **Residents Served:** 21

## Hospice

**Current Residents:** 6

## Number of Residents Who:

**Receive Supplemental Security Income:** 0 **Are 60 Years of Age or Older:** 72  
**Diagnosed with Mental Illness:** 0 **Diagnosed with Intellectual Disability:** 1  
**Have Mobility Need:** 33 **Have Physical Disability:** 0

## Inspections / Reviews

## 04/11/2023 - Partial

**Lead Inspector:** [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 05/05/2023

## 05/09/2023 - POC Submission

**Submitted By:** [REDACTED] **Date Submitted:** 06/14/2023  
**Reviewer:** [REDACTED] **Follow-Up Type:** Document Submission **Follow-Up Date:** 06/08/2023

Inspections / Reviews *(continued)*

06/09/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 06/14/2023

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 06/12/2023

06/14/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 06/14/2023

Reviewer: [REDACTED]

Follow-Up Type: Not Required

44f - Written Decision

1. Requirements

2600.

44.f. Within 7 days after the submission of a written complaint, the home shall give the complainant and, if applicable, the designated person, a written decision explaining the home's investigation findings and the action the home plans to take to resolve the complaint. If the resident is not the complainant, the affected resident shall receive a copy of the decision unless contraindicated by the support plan. If the home's investigation validates the complaint allegations, a resident who could potentially be harmed or his designated person shall receive a copy of the decision, with the name of the affected resident removed, unless contraindicated by the support plan.

Description of Violation

On 03/24/23, a written complaint regarding resident#1's nutrition, weigh loss and medication disbursement was filed with the home. The home did not provide its investigation findings and plan to resolve the complaint to the complainant.

Plan of Correction

Accept [redacted] - 05/09/2023)

Arbor Terrace Exton submits this Plan of Correction (POC) to comply with regulation 2600 et al. and all other applicable regulations and statutes. The preparation and submission of this POC does not constitute an admission of fault or liability on the part of Arbor Terrace Exton or an Agreement of Arbor Terrace Exton as to the truth, accuracy, or validity of the facts alleged, conclusions drawn, or admission of any deficiency issued.

- Prior to the Department's findings of the stated citation in violation of 2600.44f, the Resident Care Director had met virtually with the POA of resident #1 to come up with a solution to the complaint regarding the resident's nutrition. The solution was incorporated into the resident's care plan which was sent, reviewed, and approved by the resident's POA.
- Upon the Department's findings of the stated citation in violation of 2600.44f, the ED developed a grievance/complaint form for residents and families to use when filing a formal complaint.
- Going forward, upon submitting this form, the resident or family will be contacted by the ED, BOD or designee within 24 business hours to discuss the complaint and schedule a time to meet to go over the complaint. This meeting will take place within 72 business hours of the submitted complaint, so long as the resident or family is available to meet. The ED, BOD or designee will then submit a written investigation/report to the resident or family within 7 days of the grievance submission for review, approval, and signature. This will be done in person when the complainant is available, or virtually if they are not available. If the complainant is unable to meet in person or virtually, this will be done via phone or email.

Licensee's Proposed Overall Completion Date: 05/19/2023

Implemented ([redacted]) - 06/14/2023)

131f - Fire Extinguisher Inspection

2. Requirements

2600.

131.f. Fire extinguishers shall be inspected and approved annually by a fire safety expert. The date of the inspection shall be on the extinguisher.

Description of Violation

The fire extinguishers in the facility have not been inspected by a fire safety expert since March 2022.

Plan of Correction

Accept [redacted] - 05/09/2023)

Arbor Terrace Exton submits this Plan of Correction (POC) to comply with regulation 2600 et al. and all other

**131f - Fire Extinguisher Inspection (continued)**

*applicable regulations and statutes. The preparation and submission of this POC does not constitute an admission of fault or liability on the part of Arbor Terrace Exton or an Agreement of Arbor Terrace Exton as to the truth, accuracy, or validity of the facts alleged, conclusions drawn, or admission of any deficiency issued.*

- *Upon the Department's findings of the stated citation in violation of 2600.44f, the community's Maintenance Director immediately (on 04/12/2023) called Wolf Fire Protection Services to inspect the extinguishers. A representative from Wolf Fire Protection Services inspected all of the community's fire extinguishers on 4/18/2023.*
- *On 04/13/2023, the ED/Administrator called Wolf Fire Protection Services to discuss contract obligations. Wolf has undergone management changes and didn't see our contract on file. On 4/14/2023, Wolf Fire Protection Service Manager [REDACTED] emailed the ED/Administrator confirming that the contract was found and that the following services are included: annual fire alarm inspection, annual fire sprinkler inspection, annual dry system inspection (3), annual fire pump testing, quarterly wet and dry sprinkler system and annual fire extinguisher inspection.*
- *For going forward, the ED/Administrator (on 4/13/2023) added a yearly reminder on Microsoft Outlook for the fire extinguishers to be inspected by the end of March each year. This reminder is recurring and on the ED, BOD and MD's calendars.*

**Licensee's Proposed Overall Completion Date: 05/19/2023**

**Implemented (MS - 06/09/2023)**

**162a - Hours Between Meals****3. Requirements**

2600.

162.a. There may not be more than 15 hours between the evening meal and the first meal of the next day. There may not be more than 6 hours between breakfast and lunch, and between lunch and supper. This requirement does not apply if a resident's physician has prescribed otherwise.

**Description of Violation**

*The home serves breakfast at 8:00a-9:30a, lunch at 12p-1:30p and dinner at 5p- 6:30pm; however, resident#1 does not eat breakfast as resident#1 is a late riser and therefore does eat anything between dinner and lunch the following day, approximately 19 hours between meals. Resident 1's most recent RASP date [REDACTED] indicates that resident requires reminders and cueing for meals and that resident does not eat breakfast and staff are to offer a snack but there is no indication that resident 1 is encouraged to eat a morning snack.*

**Plan of Correction**

**Accept [REDACTED] - 05/09/2023)**

*Arbor Terrace Exton submits this Plan of Correction (POC) to comply with regulation 2600 et al. and all other applicable regulations and statutes. The preparation and submission of this POC does not constitute an admission of fault or liability on the part of Arbor Terrace Exton or an Agreement of Arbor Terrace Exton as to the truth, accuracy, or validity of the facts alleged, conclusions drawn, or admission of any deficiency issued.*

- *Prior to the Department's findings of the stated citation in violation of 2600.162a, the Resident Care Director had met with the family of resident #1 to come up with a solution to them having a meal between dinner and breakfast. The RCD and family decided that care staff would wake resident #1 up at 8am and encourage them to eat breakfast. This was worked into her care plan/RASP and was put into place the following day. After a few days, a new routine was set and resident #1 is regularly attending breakfast.*
- *The RCD, MCD, ED or designee will provide education to first and second shift care staff on paying attention to*

**162a - Hours Between Meals (continued)**

and following the eating and drinking portion of the task sheets that are generated from resident care plans. This education will be completed by 5/19/2023.

- Going forward, the RCD, MCD or designee will contact a resident's family if it is observed that the resident is skipping meals or going longer than 15 hours between meals. The RCD, MCD or designee will develop a plan with the resident and their POA (when applicable) to remedy this and will incorporate it into the resident's care plan/RASP.

Licensee's Proposed Overall Completion Date: 05/19/2023

Implemented ( [REDACTED] 06/09/2023)