

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

June 9, 2023

[REDACTED], ADMINISTRATOR  
PHOEBE HOME INCORPORATED  
1925 TURNER STREET  
ALLENTOWN, PA, 18104

RE: MILLER PERSONAL CARE AT 19TH  
AND CHEW  
1925 TURNER STREET  
ALLENTOWN, PA, 18104  
LICENSE/COC#: 21617

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 04/20/2023, 04/27/2023 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:** MILLER PERSONAL CARE AT 19TH AND CHEW      **License #:** 21617      **License Expiration:** 12/08/2023  
**Address:** 1925 TURNER STREET, ALLENTOWN, PA 18104  
**County:** LEHIGH      **Region:** NORTHEAST

## Administrator

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

## Legal Entity

**Name:** PHOEBE HOME INCORPORATED  
**Address:** 1925 TURNER STREET, ALLENTOWN, PA, 18104  
**Phone:** [REDACTED]      **Email:** [REDACTED]

## Certificate(s) of Occupancy

**Type:** I-1      **Date:** 05/30/2019      **Issued By:** City of Allentown  
**Type:** C-2 LP      **Date:** 12/05/1988      **Issued By:** L&I

## Staffing Hours

**Resident Support Staff:** 0      **Total Daily Staff:** 59      **Waking Staff:** 44

## Inspection Information

**Type:** Partial      **Notice:** Unannounced      **BHA Docket #:**  
**Reason:** Complaint      **Exit Conference Date:** 04/27/2023

## Inspection Dates and Department Representative

04/20/2023 - On-Site: [REDACTED]  
04/27/2023 - On-Site: [REDACTED]

## Resident Demographic Data as of Inspection Dates

## General Information

**License Capacity:** 60      **Residents Served:** 51

## Secured Dementia Care Unit

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

## Hospice

**Current Residents:** 2

## Number of Residents Who:

**Receive Supplemental Security Income:** 0      **Are 60 Years of Age or Older:** 51  
**Diagnosed with Mental Illness:** 0      **Diagnosed with Intellectual Disability:** 0  
**Have Mobility Need:** 8      **Have Physical Disability:** 0

## Inspections / Reviews

04/20/2023 Partial

**Lead Inspector:** [REDACTED]      **Follow-Up Type:** POC Submission      **Follow-Up Date:** 05/11/2023

Inspections / Reviews (*continued*)

## 05/10/2023 POC Submission

Submitted By: [REDACTED]

Date Submitted: 06/08/2023

Reviewer: [REDACTED]

Follow Up Type: POC Submission

Follow Up Date: 05/16/2023

## 05/12/2023 POC Submission

Submitted By: [REDACTED]

Date Submitted: 06/08/2023

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 05/18/2023

## 06/09/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 06/08/2023

Reviewer: [REDACTED]

Follow Up Type: Not Required

## 23a Activities of Daily Living Assistance

### 1. Requirements

2600.

23.a. A home shall provide each resident with assistance with ADLs as indicated in the resident's assessment and support plan.

#### Description of Violation

On [REDACTED] staff person A assisted resident #1 to the bathroom for toileting. Resident #1 requires a one person assist for all transfers. Staff person A left the building prior to assisting resident #1 back to his/her wheelchair. Resident #1 indicated that they frequently have to wait an overly long time to be assisted with transfers.

#### Plan of Correction

Accept [REDACTED] - 05/12/2023)

23A: Activities of Daily Living Assistance

Resident 1 was assessed on [REDACTED], with the confirmation that they transfer with a physical assist of 1 for toileting. RASP reviewed for accuracy of toileting transfer status and no changes were required. Staff, including Staff person A, to be educated on following resident support plans when toileting by May 17, 2023. Staff are also to be educated on appropriate call bell response times by May 17, 2023. After education is completed by May 17, 2023, five (5) random residents will be audited for transfer status when toileting, per week, for four (4) weeks, will be completed to ensure that compliance of following the resident support plan for toilet transfers is maintained. Also, once the education is completed, five (5) random resident call bell audits will be completed weekly, for four (4) weeks, to ensure compliance is maintained. The Administrator/Designee will complete the above audits to ensure compliance is maintained.

Licensee's Proposed Overall Completion Date: 05/17/2023

Implemented [REDACTED] - 06/09/2023)

## 185b Medication Procedures

### 2. Requirements

2600.

185.b. At a minimum, the procedures must include:

2. A process to investigate and account for missing medications and medication errors.

#### Description of Violation

The home's medication storage policy indicates staff are required to perform a count of narcotics at each shift change. The sheets documenting these counts indicate that a count of the narcotics was not completed on 4/12/23 at the conclusion of the 3rd shift. A count of narcotics was also not completed for the 2nd shift on 4/9/23, and on 1st shift on 4/7/23.

#### Plan of Correction

Accept [REDACTED] - 05/12/2023)

185B- Medication Procedure

Medication review was completed for the dates in question: 4/7/2023, 4/9/2023, and 4/12/2023, which resulted that there were no medication errors for those dates. Staff, including those who did not sign the narcotic log on the dates above, will be educated on the Controlled Substance Medications- Schedule CII (Narcotics)-PCF Policy by May 17, 2023. After education is completed by May 17, 2023, five (5) random Narcotic sheets will be reviewed, per week for four (4) weeks to ensure that compliance of the above Policy is maintained. The Administrator/Designee will complete the above audits to ensure compliance is maintained.

185b Medication Procedures *(continued)*

Licensee's Proposed Overall Completion Date: 05/17/2023

Implemented [REDACTED] - 06/09/2023)