

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

September 6, 2023

[REDACTED], REGIONAL VICE PRESIDENT OF OPERATIONS  
DRI/HEARTIS BUCKS COUNTY LLC  
[REDACTED]  
[REDACTED]

RE: HEARTIS BUCKS COUNTY  
945 YORK ROAD  
WARMINSTER, PA, 18974  
LICENSE/COC#: 14855

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 05/24/2023 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: HEARTIS BUCKS COUNTY License #: 14855 License Expiration: 02/02/2024  
 Address: 945 YORK ROAD, WARMINSTER, PA 18974  
 County: BUCKS Region: SOUTHEAST

**Administrator**

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

**Legal Entity**

Name: DRI/HEARTIS BUCKS COUNTY LLC  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

**Staffing Hours**

Resident Support Staff: Total Daily Staff: 65 Waking Staff: 49

**Inspection Information**

Type: Partial Notice: Unannounced BHA Docket #:  
 Reason: Complaint, Incident Exit Conference Date: 05/24/2023

**Inspection Dates and Department Representative**

05/24/2023 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

General Information  
 License Capacity: 100 Residents Served: 46

Special Care Unit  
 In Home: Yes Area: Generations Capacity: 30 Residents Served: 13

Hospice  
 Current Residents: xx

Number of Residents Who:  
 Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 45  
 Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0  
 Have Mobility Need: 19 Have Physical Disability: 0

**Inspections / Reviews**

05/24/2023 Partial

Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 06/16/2023

06/29/2023 - POC Submission

Submitted By: [REDACTED] Date Submitted: 09/04/2023  
 Reviewer: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 07/04/2023

Inspections / Reviews *(continued)*

07/27/2023 POC Submission

Submitted By: [REDACTED]

Date Submitted: 09/04/2023

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 08/01/2023

09/06/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/04/2023

Reviewer: [REDACTED]

Follow Up Type: Not Required

42b Abuse/Neglect

1. Requirements

2800.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

Description of Violation

On [redacted] around [redacted], some of the residence's memory care unit residents were out in the residence's enclosed court-yard. Resident #1 was walking around the courtyard while resident #2 was chatting with resident #3. When resident #3 was taken away by a staff member, resident #2 turned around to join the other residents sitting on a bench with staff A. That's when resident #1 punched resident #2 in the face, who fell backwards, bleeding and repeating "[redacted] hit me". This attack was sudden and without any provocation, leaving no chance for staff intervention. Resident #2 was treated in an emergency room for periorbital hematoma of left eye and facial laceration.

Plan of Correction

Accept [redacted] - 07/27/2023)

Resident #1 and Resident #2 were both immediately transported to [redacted] Memorial Hospital for evaluation. Resident #2 was treated and released back to the community. Resident #1 was admitted with a urinary tract infection and change in mental status. Resident #1 did not return to the community. Resident #2 remains in the community and continues to be well supported. Despite the fact that this incident appeared to be sudden and unprovoked, all memory care staff will be re-educated on de-escalation techniques when a resident exhibits aggressive behaviors. The re-education will be completed by 7/31/2023 by the Generations Program Director and/or the Executive Director.

Licensee's Proposed Overall Completion Date: 07/31/2023

Implemented [redacted] - 09/06/2023)

202 Prohibitions

2. Requirements

2800.

202. The following procedures are prohibited:

- 1. Seclusion, defined as involuntary confinement of a resident in a room from which the resident is physically prevented from leaving, is prohibited. This does not include the admission of a resident in a secured dementia care unit in accordance with § 2800.231 (relating to admission).

Description of Violation

On [redacted] at [redacted], the door to resident #1's apartment was noted with a washcloth wedged between the door and the door frame by staff B. According to staff person C, who was on duty at the time of the incident, the staff heard a screaming from the hallway where resident #1's room was located. Staff C found resident #1 in resident #4's room. It was resident #4 who was agitated and screaming due to the presence of a stranger. Staff C tried to redirect resident #1 to the resident's room. Resident #1 got aggressive and tried to hit the staff. Staff C had to close the door in order not to get hit. Staff C placed a washcloth between resident #1's door and door frame to make it hard for the resident to open the door and leave the room.

Plan of Correction

Accept [redacted] - 07/27/2023)

Resident #1 had been wandering in and out of other resident's rooms, and the employee was attempting to delay [redacted] exit from the room long enough to calm the two other residents and ensure their safety. The employee was immediately placed on suspension upon report to the Administrator. The employee has not returned to the community pending approval of a plan of supervision. All memory care staff will be educated on alternative

202 Prohibitions (continued)

*de escalation techniques by 7/31/2023 by the Generations Program Director and/or the Executive Director.*

**Licensee's Proposed Overall Completion Date: 07/31/2023**

**Implemented [REDACTED] - 09/06/2023)**