



CERTIFIED MAIL – RETURN RECEIPT REQUESTED  
MAILING DATE: July 24, 2023

Ms. Colleen Roy, President/COO  
Northland Heights LLC  
10 Lafayette Square, Suite 1900  
Buffalo, New York 14203

RE: Northland Heights  
4859 Mcknight Road  
Pittsburgh, Pennsylvania 15237  
License/COC #: 450841

Dear Ms. Roy:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department) licensing inspections on April 4, 2023, April 5, 2023, April 6, 2023, May 10, 2023, May 11, 2023, and June 2, 2023, of the above facility, the violations specified on the enclosed Licensing Inspection Summary (LIS) were found.

Based on violations with 55 pa. Code Ch. 2800 (relating to Assisted Living Residence), mistreatment or abuse of residents being cared for in the facility, failure to submit an acceptable plan to correct noncompliance items, and failure to comply with the acceptable plan to correct noncompliance items, the Department hereby REVOKES your certificate of compliance (license number 450840) dated February 4, 2023 – February 4, 2024, and issues you a FIRST PROVISIONAL license to operate the above facility. A FIRST PROVISIONAL license is being issued based on your acceptable plan to correct the violations as specified on the LIS. This decision is made pursuant to 62 P.S. § 1026 (b)(1); (5) and 55 Pa. Code § 20.71(a)(2); (3); (4); (5) (relating to conditions for denial, nonrenewal or revocation). Your FIRST PROVISIONAL license is enclosed and is valid from July 24, 2023 to January 24, 2024.

All violations specified on the LIS must be corrected by the dates specified on the report and continued compliance with 55 pa. Code Ch. 2800 (relating to Assisted Living Residence), must be maintained. Failure to implement the plan of correction or failure to maintain compliance may result in a revocation of the license.

Pursuant to 62 P.S. 1085-1087 and 55 Pa. Code § 2800 (relating to enforcement), the Department intends to assess a fine for the following violation(s) unless fully corrected on or before the mandated correction date.

55 Pa. Code Chapter 2800	Class of Violation	Census at Inspection	Fine Per resident X Per day	Calculated Fine = Per day	Mandated Correction Date (to avoid Fine)
<u>Section:</u>					
16(c)	II	42	\$5	\$210	5 calendar days from mailing date of this letter
17	II	42	\$5	\$210	5 calendar days from mailing date of this letter
25(b)	II	42	\$5	\$210	5 calendar days from mailing date of this letter
41(e)	II	42	\$5	\$210	5 calendar days from mailing date of this letter
103(f)	II	42	\$5	\$210	5 calendar days from mailing date of this letter
141(a)	II	42	\$5	\$210	5 calendar days from mailing date of this letter
141(b)(1)	II	42	\$5	\$210	5 calendar days from mailing date of this letter
183(d)	II	42	\$5	\$210	5 calendar days from mailing date of this letter
184(a)	II	42	\$5	\$210	5 calendar days from mailing date of this letter
187(b)	II	42	\$5	\$210	5 calendar days from mailing date of this letter
187(d)	II	42	\$5	\$210	5 calendar days from mailing date of this letter
191	II	42	\$5	\$210	5 calendar days from mailing date of this letter
224(a)	II	42	\$5	\$210	5 calendar days from mailing date of this letter
225(a)	II	42	\$5	\$210	5 calendar days from mailing date of this letter

227(c)	II	42	\$5	\$210	5 calendar days from mailing date of this letter
231(c)	II	42	\$5	\$210	5 calendar days from mailing date of this letter
231(d)	II	42	\$5	\$210	5 calendar days from mailing date of this letter

A fine will be assessed daily beginning with the date of this letter and will continue until the violation is fully corrected, and full compliance with the regulation has been achieved. If the violation is fully corrected, and full compliance with the regulation has been achieved, by the mandated correction date, no fine will be assessed. You must notify the Department's Regional Human Services Licensing office in writing as soon as each violation is fully corrected and submit written documentation of each correction. The Department will conduct an on-site inspection after the mandated correction date, and within 20 calendar days of the date of this letter. If one or more violations is not fully corrected and full compliance with the regulation has not been achieved, you will periodically receive invoices from the Department's Bureau of Human Services Licensing with payment instructions. The fines will continue to accumulate until the violation is fully corrected and full compliance with the regulation has been achieved.

No fine is being assessed at this time; therefore, you may not appeal any fine at this time. If a violation is not corrected and full compliance with the regulation has not been achieved by the mandated correction date, a fine will be assessed and an invoice will be mailed. This invoice will contain the right to appeal the fine.

If you disagree with the decision to issue a PROVISIONAL license, you have the right to appeal through hearing before the Bureau of Hearings and Appeals, Department of Human Services in accordance with 1 Pa. Code Part II, Chapters 31-35. If you decide to appeal your PROVISIONAL license, a written request for an appeal must be received within 10 days of the date of this letter by:

Lestia Fetzer, Workload Manager  
 Pennsylvania Department of Human Services  
 Bureau of Human Services Licensing  
 Room 631, Health and Welfare Building  
 625 Forster Street  
 Harrisburg, Pennsylvania 17120  
 PH: 717-214-1304

This decision is final 11 days from the date of this letter, or if you decide to appeal, upon issuance of a decision by the Bureau of Hearings and Appeals.

Sincerely,



Juliet Marsala  
Deputy Secretary  
Office of Long-term Living

Enclosure  
Licensing Inspection Summary

cc: Gene Cuccarese, Office of General Counsel  
Theresa Hartman, Bureau Director  
Sheila Page, Director of Operations  
Brent Sutherland, Regional Director

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

**Facility Information**

Name: *NORTHLAND HEIGHTS* License #: *45084* License Expiration: *02/04/2024*  
Address: *4859 MCKNIGHT ROAD, PITTSBURGH, PA 15237*  
County: *ALLEGHENY* Region: *WESTERN*

**Administrator**

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

**Legal Entity**

Name: *NORTHLAND HEIGHTS LLC*  
Address: [REDACTED]  
Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *C-1* Date: *01/21/2020* Issued By: *Ross Township*

**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: *06/02/2023*

**Inspection Dates and Department Representative**

06/02/2023 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: *123* Residents Served: *42*

**Special Care Unit**

In Home: *Yes* Area: *SCU* Capacity: *19* Residents Served: *2*

**Hospice**

Current Residents: *3*

**Number of Residents Who:**

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *42*  
Diagnosed with Mental Illness: *1* Diagnosed with Intellectual Disability: *1*  
Have Mobility Need: *17* Have Physical Disability: *0*

**Inspections / Reviews**

**06/02/2023 - Partial**

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *06/15/2023*

Inspections / Reviews (*continued*)

06/08/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 06/30/2023

Reviewer: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 06/14/2023

06/15/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 06/30/2023

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 06/30/2023

07/06/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 06/30/2023

Reviewer: [REDACTED]

Follow-Up Type: Enforcement

## 101q Window coverings

**1. Requirements**

2800.

101.q. There must be drapes, shades, curtains, blinds or shutters on the living unit windows. Window coverings must be clean, in good repair, provide privacy and cover the entire window when drawn.

**Description of Violation**

*The blind on the window in resident #1's living unit is inoperable and will not go up.*

**Plan of Correction**

**Accept** [REDACTED] - 06/08/2023)

*The blind on the window in resident #1's living unit was fixed on 6/2/23. The maintenance director shall monitor the entire home monthly to ensure all floors, walls, ceilings, windows, doors and other surfaces are clean, in good repair and free of hazards beginning 6/10/23.*

**Licensee's Proposed Overall Completion Date:** 06/08/2023

**Implemented** [REDACTED] - 07/06/2023)

## 187b Date/time of med admin

**2. Requirements**

2800.

187.b. The information in subsection (a)(13) and (14) shall be recorded at the time the medication is administered.

**Description of Violation**

*Resident #1 is prescribed Lidocaine Patch 4%-Apply 1 patch topically to affected area once a day. This medication was documented as administered on resident #1's June 2023 medication administration record on 6/2/23 at 8:00 am; however, the patch was not applied to resident #1 until 6/2/23 at approximately 11: 20 am.*

*REPEAT VIOLATION: 11/1/2022, 1/11/2022, et. al.*

**Plan of Correction**

**Directed** [REDACTED] - 06/15/2023)

*All staff persons qualified to administer medications shall be re-educated on the home's medication administration procedures, which includes ensuring the information in subsection (a)(13) and (14) shall be recorded at the time the medication is administered. Documentation of the education shall be kept in accordance with 2800.65L. Re-education will be completed by DON by 6/19/23. The Director of Nursing shall review all medications for at least 10 different residents weekly for 2 months then monthly thereafter to ensure all prescribed medications are given and are recorded properly at the time the medication is administered. Documentation of the audits shall be kept in accordance with 2800.65L. (DIRECTED: The audits shall begin on 6/18/23 and shall include a review of the resident MAR for each resident selected during the audits to ensure medications are documented on resident MAR's at the time of medication administration. Documentation of the audits shall be kept, which includes the date/time the audit was conducted, the names of each resident being audited, any problems noted and the name of the staff person conducting each audit. [REDACTED] 6/15/23).*

**Directed Completion Date:** 06/19/2023

**Not Implemented** [REDACTED] - 07/06/2023)