

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

November 9, 2023

[REDACTED]
THE NEW HERITAGE TOWERS INC
200 VETERANS LANE
DOYLESTOWN, PA, 18901

RE: WESLEY ENHANCED LIVING
DOYLESTOWN
200 VETERANS LANE
DOYLESTOWN, PA, 18901
LICENSE/COC#: 12718

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/26/2023, 06/27/2023 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: WESLEY ENHANCED LIVING DOYLESTOWN License #: 12718 License Expiration: 07/05/2023
 Address: 200 VETERANS LANE, DOYLESTOWN, PA 18901
 County: BUCKS Region: SOUTHEAST

Administrator

Name: Kathy Pinzka Phone: 2678951146 Email: kpinzka@wesleyenhancedliving.org

Legal Entity

Name: THE NEW HERITAGE TOWERS INC
 Address: 200 VETERANS LANE, DOYLESTOWN, PA, 18901
 Phone: 2678951146 Email: ldukert@wesleyenhancedliving.org

Certificate(s) of Occupancy

Type: C-2 LP Date: 06/08/2001 Issued By: L&I

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 67 Waking Staff: 50

Inspection Information

Type: Full Notice: Unannounced BHA Docket #:
 Reason: Renewal Exit Conference Date: 06/27/2023

Inspection Dates and Department Representative

06/26/2023 - On-Site: [REDACTED]

06/27/2023 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 75 Residents Served: 63

Secured Dementia Care Unit

In Home: No Area: Capacity: Residents Served:

Hospice

Current Residents: 1

Number of Residents Who:

Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 63
 Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 1
 Have Mobility Need: 4 Have Physical Disability: 2

Inspections / Reviews

06/26/2023 - Full

Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 07/20/2023

07/28/2023 - POC Submission

Submitted By: [REDACTED] Date Submitted: 11/09/2023
 Reviewer: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 08/02/2023

Inspections / Reviews *(continued)*

08/04/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 11/09/2023

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: 08/09/2023

11/09/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 11/09/2023

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

25b - Contract Signatures

1. Requirements

2600.

25.b. The contract shall be signed by the administrator or a designee, the resident and the payer, if different from the resident, and cosigned by the resident's designated person if any, if the resident agrees.

Description of Violation

The resident-home contract dated [redacted]/2023 for resident #1 was not signed by the resident. The resident-home contract dated [redacted]/2021 for resident #2 was not signed by the resident.

Plan of Correction

Accept [redacted] - 07/28/2023)

On 6/26/23, the Director Residential Sales met with Resident 1 and Resident 2 reviewed their contracts (including Resident's Rights and Complaint Procedures) and requested that they sign their contracts. Director of Residential Sales gave Resident 1 and Resident 2 copies of Resident's Rights and Complaint Procedures. Resident 1 and Resident 2 signed their contracts. Between 6/26/23 through 6/28/23, All Personal Care Resident Contracts were audited by the Director Residential Sales or the Marketing Assistant. For any contracts that were not signed by the Resident; the Director Residential Sales or the Marketing Assistant met with these Residents, reviewed the contract and requested that they sign the contract. All of the Residents signed the contracts. Our Policy effective 6/28/2023, is the Director Residential Sales or the Marketing Assistant will immediately add new Personal Care Residents to the "PC Audit Residency Agreement PC Addendum Resident Rights" document. The Director Residential Sales or the Marketing Assistant will meet with the new Residents and review the contract and request that the Resident sign the contract. If the Resident declines to sign the contract, the Director Residential Sales or the Marketing Assistant will notate on the contract that the resident was given the opportunity to sign (and they will include the date the Resident declined). The Director Residential Sales or the Marketing Assistant will then indicate on the "PC Audit Residency Agreement PC Addendum Resident Rights" document either C=compliant and N= non-complaint.

Licensee's Proposed Overall Completion Date: 07/19/2023

Implemented [redacted] - 11/09/2023)

28e - Death of a Resident

2. Requirements

2600.

28.e. In the event of a death of a resident under 60 years of age, the administrator shall refund the remainder of previously paid charges to the resident's estate within 30 days from the date the room is cleared of the resident's personal property. In the event of a death of a resident 60 years of age and older, the home shall provide a refund in accordance with the Elder Care Payment Restitution Act (35 P. S. § § 10226.101—10226.107). The home shall keep documentation of the refund in the resident's record.

Description of Violation

Resident #3 passed away on [redacted]/2023 and the resident's personal belongings were removed on [redacted]/2023; however, the refund check was not issued until [redacted] 2023. Resident #4 passed away on [redacted] 2023 and the resident's personal belongings were removed on the same day; however, the refund check was not issued until [redacted]/2023.

Plan of Correction

Accept [redacted] - 08/04/2023)

When a Resident's apartment is vacated, the following process will occur:

- On the Doylestown Resident Change Form, the Business Office Coordinator will fill in the date that the Resident's apartment was vacated, the amount of refund due, and complete the "to be completed by billing" section.
- The Business Office Coordinator will email the Corporate Billers requesting that the refund be approved and the refund check be issued within 30 days of the date the apartment was vacated.

28e - Death of a Resident (continued)

- The Corporate Billers will approve the refund and email the Accounts Payable Rep
- Accounts Payable Rep will process and issue the refund check within 30 days of the date the apartment was vacated.
- The Business Office Coordinator will follow-up with the Corporate Billers prior to the 30 days to ensure that the refund check will be issued.

Then start date of the new process is 6/28/23. The Personal Care Home Administrator (in her absence the Personal Care Administrative Assistant) will use the "Resident Refund Tracker" when a Resident's apartment is vacated to ensure refunds checks are issued within 30 days of the date the apartment is vacated. When a Resident vacates their apartment the Personal Care Home Administrator/Personal Care Administrative Assistant will follow up with the Business Office Coordinator to ensure that the Corporate Billers are processing refunds within 30 days of the date the apartment was vacated.

Licensee's Proposed Overall Completion Date: 08/02/2023

Implemented [REDACTED] - 11/09/2023)

41e - Signed Statement

3. Requirements

2600.

41.e. A statement signed by the resident and, if applicable, the resident's designated person acknowledging receipt of a copy of the information specified in subsection (d), or documentation of efforts made to obtain signature, shall be kept in the resident's record.

Description of Violation

Resident #1's and #2's records did not contain a statement signed by the resident acknowledging receipt of a copy of the resident rights and complaint procedures.

Plan of Correction

Accept [REDACTED] - 08/04/2023)

On 6/26/23, Director Residential Sales met with Resident 1 and Resident 2 and reviewed Resident's Right and Complaint procedures. Director Residential Sales gave Residents 1 and Resident 2 copies of the Resident's Right and Complaint procedures. Resident 1 and Resident 2 signed the Personal Care Resident Receipt and Acknowledgement of Documents and Rights. Our Policy effective 6/28/2023, is the Director Residential Sales or the Marketing Assistant will immediately add new Personal Care Residents to the "PC Audit Residency Agreement PC Addendum Resident Rights" document. The Director Residential Sales or the Marketing Assistant will meet with the new Residents and review the contract (including the Resident's Right's and Complaint procedures) and give the Resident copies of the Resident's Right and Complaint procedures). The Director of Residential Sales will request that the Resident sign the Personal Care Resident Receipt and Acknowledgement of Documents and Rights. If the Resident declines to sign the document, the Director Residential Sales or the Marketing Assistant will notate on the Personal Care Resident Receipt and Acknowledgement of Documents and Rights that resident was given the opportunity to sign (and they will include the date the Resident declined). The Director Residential Sales or the Marketing Assistant will then indicate on the "either C=compliant and N= non-complaint. PC Audit Residency Agreement PC Addendum Resident Rights" document.

The start date of the new process is 6/26/2023. Ongoing, the Personal Care Administrative Assistant (in her absence the Personal Care Administrator) will use the "Resident Contract Tracker" to ensure that the Addendum to Residency Agreement and the Personal Care Resident Receipt and Acknowledgement of Documents and Rights are signed by the Resident and if applicable, the resident's designated person (or documentation of efforts made to obtain signature will be notated and kept in the resident's record.

Licensee's Proposed Overall Completion Date: 08/02/2023

41e - Signed Statement (*continued*)*Implemented* (█) - 11/09/2023)

91 - Telephone Numbers

4. Requirements

2600.

91. Emergency Telephone Numbers - Telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control, local emergency management and personal care home complaint hotline shall be posted on or by each telephone with an outside line.

Description of Violation

There are no emergency telephone numbers to include the nearest hospital and fire department on or by the telephone in resident room #515.

Plan of Correction*Accept* (█) - 07/28/2023)

On 6/27/23, the Personal Care Med Tech attached the emergency telephone numbers to Resident Apartment #515's telephone. The Personal Care Med Techs will do weekly checks to ensure all phones with an outside line have the emergency telephone numbers attached to them. The PCHA and the Personal Care Administrator will do unannounced checks to ensure all phones with an outside line have the emergency telephone numbers attached to them. Any phones that do not have the emergency phone numbers attached will be addressed immediately and rectified.

Licensee's Proposed Overall Completion Date: 07/19/2023

Implemented (█) - 11/09/2023)

182c - Medication Administration

5. Requirements

2600.

- 182.c. Medication administration includes the following activities, based on the needs of the resident:

Description of Violation

On 06/24/2023 at 09:00 AM, resident #5 was administered (█) bedtime medications (Melatonin 3 mg, Atorvastatin 10 mg, Losartan 50 mg) instead of the morning medication (Metoprolol 100 mg) by staff member A, who failed to follow the 5 Rights of Medication Administration.

Plan of Correction*Accept* (█) - 08/04/2023)

The Med Tech who made this medication error was retrained on the Five Rights of Medication Administration and on proper medication administration documentation on 6/24/23. Additionally, between 6/28/23 and 7/5/23, all Personal Care Staff were retrained on the Five Rights of Medication Administration and on proper medication administration documentation.

The Med-Techs and the Personal Care Staff were re-trained by the Personal Care Administrator (who is an LPN) and by the Personal Care LPNs. On-going, beginning 8/7/2023 through 9/30/2023, and thereafter quarterly, the Personal Care LPNs will each be assigned Med Techs to provide Medication Administration Training and the Personal Care LPNs will do a Medication Administration observation (using the "Observation Checklist") of their assigned Med-Techs passing medications for a Resident. Every quarter, the LPNs and the Personal Care Administrator will meet to discuss the results of the Medication Administration Training and the observations. If a Med-Tech is in need of additional training and observation; the LPNs and the Personal Care will develop a training plan.

182c - Medication Administration (continued)

Licensee's Proposed Overall Completion Date: 08/02/2023

Implemented (████) - 11/09/2023)

185a - Implement Storage Procedures

6. Requirements

2600.

185.a. The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.

Description of Violation

On 06/12/2023, the controlled substance sign-out sheet for resident #6's Andro Gel ran out of the space for an entry and needed a new sheet added. However, no medication staff members requested additional sheet until 06/27/2023.

Plan of Correction

Accept (████) - 08/04/2023)

The Controlled Substance sign-out sheet for Resident #6's Andro Gel was completed by the Med Techs who administered the Andro Gel between 6/13/23 and 6/26/23. Between 6/28/23 and 7/5/23, all Personal Care Staff Members were re-trained on the process for tracking Narcotic Medication Administration on the controlled substance sign-out sheet. The PCHA and the Personal Care Administrative Assistant will do unannounced checks for all narcotics to ensure there is a controlled substance sign-out sheet. For anything that is non-compliant, the PCHA will immediately address and rectify.

The Med-Techs were re-trained by the Personal Care Administrator (who is an LPN) and by the Personal Care LPNs. On-going, beginning 8/7/2023 through 9/30/2023, and thereafter quarterly, the Personal Care LPNs will each be assigned Med Techs to provide re-training for how/when to use Controlled Substance sign-out sheets. The Personal Care LPNs will do a check of the Med Cart (assigned to each Med Tech) for quality review of the Controlled Substance sign-out sheets. Every quarter, the LPNs and the Personal Care Administrator will meet to discuss the results of the re-training and quality review. If a Med-Tech is in need of additional training and quality review; the LPNs and the Personal Care will develop a training plan.

Licensee's Proposed Overall Completion Date: 08/02/2023

Implemented (████) - 11/09/2023)

187d - Follow Prescriber's Orders

7. Requirements

2600.

187.d. The home shall follow the directions of the prescriber.

Description of Violation

Resident #5 is prescribed Metoprolol 100 mg at 09:00 AM every day. However, the resident was administered Melatonin 3 mg, Atorvastatin 10 mg, and Losartan 50 mg on 06/24/2023 at 09:00 AM. The same resident is prescribed daily weights but it was not measured on 06/26/2023.

Plan of Correction

Accept (████) 08/04/2023)

The Med Tech who made this medication error was retrained on the Five Rights of Medication Administration and on proper medication administration documentation on 6/24/23. Additionally, between 6/28/23 and 7/5/23, all Personal Care Staff were retrained on the Five Rights of Medication Administration and on proper medication administration documentation.

The Med-Techs and the Personal Care Staff were re-trained by the Personal Care Administrator (who is an LPN)

187d - Follow Prescriber's Orders (continued)

and by the Personal Care LPNs. On-going, beginning 8/7/2023 through 9/30/2023, and thereafter quarterly ,the Personal Care LPNs will each be assigned Med Techs to provide Medication Administration Training and the Personal Care LPNs will do a Medication Administration observation (using the "Observation Checklist) of their assigned Med-Techs passing medications for a Resident. Every quarter, the LPNs and the Personal Care Administrator will meet to discuss the results of the Medication Administration Training and the observations. If a Med-Tech is in need of additional training and observation; the LPNs and the Personal Care will develop a training plan.

Licensee's Proposed Overall Completion Date: 08/02/2023

Implemented ([redacted] - 11/09/2023)

191 - Resident Right to Refuse

8. Requirements

2600.

191. Resident Education - The home shall educate the resident of the right to question or refuse a medication if the resident believes there may be a medication error. Documentation of this resident education shall be kept.

Description of Violation

Resident #1 and #2, admitted on [redacted] 2023 and on [redacted] 2021, have not been educated to the resident's right to refuse medication if the resident believes that there may be a medication error.

Plan of Correction

Accepted ([redacted] - 07/28/2023)

On 6/26/23, the Director Residential Sales met with Resident 1 and Resident 2 reviewed their contracts (including Resident's Rights and Complaint Procedures) and requested that they sign their contracts. Director of Residential Sales gave Resident 1 and Resident 2 copies of Resident's Rights and Complaint Procedures. Resident 1 and Resident 2 signed their contracts. Between 6/26/23 through 6/28/23, All Personal Care Resident Contracts were audited by the Director Residential Sales or the Marketing Assistant. For any contracts that were not signed by the Resident; the Director Residential Sales or the Marketing Assistant met with these Residents, reviewed the contract and requested that they sign the contract. All of the Residents signed the contracts. Our Policy effective 6/28/2023, is the Director Residential Sales or the Marketing Assistant will immediately add new Personal Care Residents to the "PC Audit Residency Agreement PC Addendum Resident Rights" document. The Director Residential Sales or the Marketing Assistant will meet with the new Residents and review the contract and request that the Resident sign the contract. If the Resident declines to sign the contract, the Director Residential Sales or the Marketing Assistant will notate on the contract that the resident was given the opportunity to sign (and they will include the date the Resident declined). The Director Residential Sales or the Marketing Assistant will then indicate on the "PC Audit Residency Agreement PC Addendum Resident Rights" document either C=compliant and N= non-complaint.

Licensee's Proposed Overall Completion Date: 07/19/2023

Implemented ([redacted] - 11/09/2023)