

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

October 2, 2023

[REDACTED]
PARAMOUNT HEALTH RESOURCES LLC
100 KNOEDLER ROAD
PITTSBURGH, PA, 15236

RE: PARAMOUNT SENIOR LIVING AT
SOUTH HILLS
100 KNOEDLER ROAD
PITTSBURGH, PA, 15236
LICENSE/COC#: 43341

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 07/10/2023 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: *PARAMOUNT SENIOR LIVING AT SOUTH HILLS* License #: *43341* License Expiration: *07/16/2024*
 Address: *100 KNOEDLER ROAD, PITTSBURGH, PA 15236*
 County: *ALLEGHENY* Region: *WESTERN*

Administrator

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

Legal Entity

Name: *PARAMOUNT HEALTH RESOURCES LLC*
 Address: *100 KNOEDLER ROAD, PITTSBURGH, PA, 15236*
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *11/13/1989* Issued By: *Labor and Industry*
 Type: *Other* Date: *02/13/2018* Issued By: *Baldwin Borough*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *123* Waking Staff: *92*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
 Reason: *Incident* Exit Conference Date: *07/31/2023*

Inspection Dates and Department Representative

07/10/2023 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *127* Residents Served: *89*

Secured Dementia Care Unit

In Home: *Yes* Area: *SDCU* Capacity: *18* Residents Served: *10*

Hospice

Current Residents: *10*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *89*
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *1*
 Have Mobility Need: *34* Have Physical Disability: *3*

Inspections / Reviews

07/10/2023 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *08/11/2023*

08/14/2023 - POC Submission

Submitted By: [REDACTED] Date Submitted: *09/28/2023*
 Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *08/18/2023*

Inspections / Reviews (*continued*)

08/18/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 09/28/2023

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 09/30/2023

10/02/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/28/2023

Reviewer: [REDACTED]

Follow-Up Type: Not Required

15a - Resident Abuse Report

1. Requirements

2600.

15.a. The home shall immediately report suspected abuse of a resident served in the home in accordance with the Older Adult Protective Services Act (35 P. S. § § 10225.701—10225.707) and 6 Pa. Code § 15.21—15.27 (relating to reporting suspected abuse) and comply with the requirements regarding restrictions on staff persons.

Description of Violation

On [REDACTED]/23, an officer from the Baldwin Borough Police Department came to the home and spoke with staff person A, [REDACTED], regarding a report of possible fraudulent charges made on resident #1's credit card by a staff person in the home; however, this incident was not reported to the local Area Agency on Aging until 7/10/23.

Plan of Correction

Directed (LM - 08/18/2023)

Area Agency on Aging notified on 7/10/23 of incident. Direct care staff along with administration will enroll and complete Pennsylvania Department of Aging, Mandatory Abuse Reporting training by 9/30/23. (DIRECTED: Documentation of the education shall be kept in accordance with 2600.65i. [REDACTED] 8/18/23). Mandatory Abuse reporting will be made part of new hire process and implemented into annual training effective January 2024.

The steps below to be drafted and implemented no later than 9/30/2023

For abuse that is serious physical, serious bodily, sexual abuse or suspicious death, the Executive Director/designee will comply with the requirements listed below:

- *Immediately call the PA Department of Aging to report the incident.*
- *Call local police and report the incident*
- *Report the incident via telephone with Local AAA*
- *Complete Act 13 form and send to AAA within 48 hours*
- *Immediately notify the resident and the resident's designated representative*
- *Immediately notify the Adult Residential Licensing Agency by phone and complete the Reportable Incident and Condition form Fax, or email within 24 hours*
- *Conduct an internal investigation*
- *Submit a final report to Adult Residential Department of Human Services.*

DIRECTED: Beginning on 8/22/23: The administrator/supervisor shall review all internal incidents daily to ensure all allegations of abuse are timely reported to the Area Agency on Aging in accordance with the Older Adult Protective Services Act. [REDACTED] 8/18/23

Directed Completion Date: 09/30/2023

Implemented ([REDACTED] - 10/02/2023)

16c - Written Incident Report

2. Requirements

2600.

16.c. The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in § 2600.15 (relating to abuse reporting covered by law).

16c - Written Incident Report (*continued*)**Description of Violation**

On [REDACTED]/23, an officer from the Baldwin Borough Police Department came to the home and spoke with staff person A, [REDACTED] regarding a report of possible fraudulent charges made on resident #1's credit card by a staff person in the home; however, this incident was not reported to the Department until [REDACTED]/23.

Plan of Correction**Directed** [REDACTED] - 08/18/2023)

Administrator will implement reporting plan and processes based on mandatory reporting guidelines by 9/30/2023. In service to be held by administrator and resident care manager for all staff to attend by 9/15/2023 to review process of mandatory reporting including providing contact of all agencies needed for accurate reporting. (DIRECTED: Documentation of the education shall be kept in accordance with 2600.65i. [REDACTED] 8/18/23).

The steps below to be drafted and implemented no later than 9/30/2023

For abuse that is serious physical, serious bodily, sexual abuse or suspicious death, the Executive Director/designee will comply with the requirements listed below:

- Immediately call the PA Department of Aging to report the incident.
- Call local police and report the incident
- Report the incident via telephone with Local AAA
- Complete Act 13 form and send to AAA within 48 hours
- Immediately notify the resident and the resident's designated representative
- Immediately notify the Adult Residential Licensing Agency by phone and complete the Reportable Incident and Condition form – Fax, or email within 24 hours
- Conduct an internal investigation
- Submit a final report to Adult Residential Department of Human Services.

DIRECTED: Beginning on 8/22/23: The administrator/supervisor shall review all internal incidents daily to ensure all reportable incidents specified in 2600.16a, including all allegations of abuse/neglect, are reported to the Department within 24 hours. [REDACTED] 8/18/23

Directed Completion Date: 09/30/2023

Implemented [REDACTED] - 10/02/2023)

42b - Abuse

3. Requirements

2600.

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

Sometime in [REDACTED], 2023, staff person B obtained resident #1's credit card information from resident #1's apartment. Staff person B then used resident #1's credit card to make unauthorized charge for staff person B's [REDACTED], which totaled approximately \$1,165. Staff person B was subsequently charged with "access device fraud" for the unauthorized use of resident #1's credit card.

42b - Abuse (continued)

Plan of Correction**Directed (█ - 08/18/2023)**

On █/2023 when it was confirmed by Baldwin Police department the validity and the availability of staff person B to make the unauthorized charges, staff person B was immediately terminated from Paramount Senior Living at South Hills. An immediate action plan was put in place to audit all staff files to ensure background checks have been performed and no offenses are present that will disallow employment.

-Administrator to discuss with residents at resident council on 8/22/2023 the importance of securing valuables.

-Residents will be advised Maintenance Manger █ will check all nightstand locking mechanisms are working properly with keys, to be completed by 9/30/2023. (Spreadsheet to be maintained by █ of all checked, needed fixed, or installed).

-All repairs, additions or alterations to locking mechanism to be completed ~~no later than 10/30/2023~~. (UNACCEPTABLE PORTION OF PLAN OF CORRECTION █ 8/18/23). (DIRECTED: All repairs, additions or alterations to locking mechanisms shall be completed by the maintenance manager by 9/30/23. █ 8/18/23). (█ will keep audit of all completed and repaired or replace locking mechanisms).

-New admits will be advised in regards to safeguarding of valuables within 72 hours upon admission.

-Resident Care Manger will conduct 6 weekly interviews effective 9/1/2023, to be concluded by 12/29/2023. (Spreadsheet to be maintained by RCM of initials, room number and dates of interviews) to ensure resident rights are not violated and or no personal or valuable objects have been removed from apartments without their knowledge.

Directed Completion Date: 09/30/2023**Implemented █ - 10/02/2023)**