

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

July 14, 2023

[REDACTED], ADMINISTRATOR  
SUSAN DOWHOWER PERSONAL CARE HOME LLC  
[REDACTED]

RE: SUSAN DOWHOWER PERSONAL  
CARE HOME  
120 SOUTH 10TH STREET  
LEBANON, PA, 17042  
LICENSE/COC#: 33484

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/09/2023 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:** SUSAN DOWHOWER PERSONAL CARE HOME      **License #:** 33484      **License Expiration:** 10/11/2023  
**Address:** 120 SOUTH 10TH STREET, LEBANON, PA 17042  
**County:** LEBANON      **Region:** CENTRAL

## Administrator

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

## Legal Entity

**Name:** SUSAN DOWHOWER PERSONAL CARE HOME LLC  
**Address:** [REDACTED]  
**Phone:** [REDACTED]      **Email:** [REDACTED]

## Certificate(s) of Occupancy

## Staffing Hours

**Resident Support Staff:** 0      **Total Daily Staff:** 31      **Waking Staff:** 23

## Inspection Information

**Type:** Partial      **Notice:** Unannounced      **BHA Docket #:**  
**Reason:** Complaint      **Exit Conference Date:** 06/09/2023

## Inspection Dates and Department Representative

06/09/2023 On Site [REDACTED]

## Resident Demographic Data as of Inspection Dates

## General Information

**License Capacity:** 36      **Residents Served:** 31

## Secured Dementia Care Unit

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

## Hospice

**Current Residents:** 0

## Number of Residents Who:

**Receive Supplemental Security Income:** 18      **Are 60 Years of Age or Older:** 18  
**Diagnosed with Mental Illness:** 29      **Diagnosed with Intellectual Disability:** 3  
**Have Mobility Need:** 0      **Have Physical Disability:** 4

## Inspections / Reviews

## 06/09/2023 - Partial

**Lead Inspector:** [REDACTED]      **Follow-Up Type:** POC Submission      **Follow-Up Date:** 06/25/2023

## 06/20/2023 - POC Submission

**Submitted By:** [REDACTED]      **Date Submitted:** 07/14/2023  
**Reviewer:** [REDACTED]      **Follow-Up Type:** POC Submission      **Follow-Up Date:** 06/26/2023

Inspections / Reviews *(continued)*

06/23/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 07/14/2023

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 07/24/2023

07/14/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 07/14/2023

Reviewer: [REDACTED]

Follow-Up Type: Not Required

## 227d - Support Plan Medical/Dental

**1. Requirements**

2600.

227.d. Each home shall document in the resident's support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident's physician, physician's assistant or certified registered nurse practitioner, determine the necessity of these services. This requirement does not require a home to pay for the cost of these medical and behavioral care services.

**Description of Violation**

Resident #1 was in the hospital on [REDACTED] for depression and suicidal ideations. Resident #1's support plan, dated [REDACTED], does not include the mental health or behavioral care services that are available to meet the resident's needs.

**Plan of Correction****Accept ( [REDACTED] - 06/23/2023)**

[REDACTED] the Assistant Administrator updated Resident #'s support plan to include his symptoms of suicidal ideations and mental health care services available to meet the resident's needs.

6/12/2023 Administrator re-educated DCS on the importance of updating the support plan with any major changes such as new mental health symptoms, incontinence, etc. and services available to meet the resident's needs.

\*see attached updates

Administrator or designee will complete a review of all resident RASP's to ensure they include medical, dental, vision, hearing, mental health or other behavioral care needs/supports. The audit shall be completed by 7/22/2023.

To ensure on-going compliance, beginning in August, 2023, the Administrator or designee shall complete a monthly audit sampling of 3 resident RASP's to ensure they include medical, dental, vision, hearing, mental health or other behavioral care needs/supports.

Licensee's Proposed Overall Completion Date: 06/22/2023

**Implemented ( [REDACTED] 07/14/2023)**