

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

August 22, 2023

[REDACTED] REGIONAL DIRECTOR OF RESIDENT CARE
WELLTOWER OPCO GROUP LLC
[REDACTED]

RE: SUNRISE OF PAOLI
324 WEST LANCASTER AVENUE
MALVERN, PA, 19355
LICENSE/COC#: 14325

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 07/27/2023 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: SUNRISE OF PAOLI License #: 14325 License Expiration: 03/09/2024
Address: 324 WEST LANCASTER AVENUE, MALVERN, PA 19355
County: CHESTER Region: SOUTHEAST

Administrator

Name: [Redacted] Phone: [Redacted] Email: [Redacted]

Legal Entity

Name: WELLTOWER OPCO GROUP LLC
Address: [Redacted]
Phone: [Redacted] Email: [Redacted]

Certificate(s) of Occupancy

Type: C-2 LP Date: 09/02/1998 Issued By: Commonwealth of PA, L&I

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 90 Waking Staff: 68

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Complaint, Incident Exit Conference Date: 07/27/2023

Inspection Dates and Department Representative

07/27/2023 - On-Site: [Redacted]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 110 Resident Served: 56

Secured Dementia Care Unit

In Home: Yes Area: Reminiscence Unit Capacity: 25 Resident Served: 17

Hospice

Current Resident : 6

Number of Residents Who:

Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 0
Diagnosed with Mental Illness: 2 Diagnosed with Intellectual Disability: 0
Have Mobility Need: 34 Have Physical Disability: 0

Inspections / Reviews

07/27/2023 Partial

Lead Inspector: [Redacted] Follow-Up Type: POC Submission Follow-Up Date: 08/18/2023

Inspections / Reviews *(continued)*

08/17/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 08/18/2023

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 08/21/2023

08/22/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 08/18/2023

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], at approximately [REDACTED] AM, resident #1 reportedly pushed resident #2's head into the table causing a concussion. This incident was not observed by staff. This incident was reported to staff person A on [REDACTED] right after the incident by resident #3. However, this allegation of abuse was not reported using the Act 13 document to the local area agency on aging as required.

Repeat Violation: 12/01/22

Plan of Correction

Accept [REDACTED] - 08/17/2023)

On [REDACTED]/23 [REDACTED] Senior resident care coordinator conducted a training with all coordinators at Paoli and reviewed resident abuse reporting protocol. Keri provided TMs with a step by step flow chart that also indicates the entire process. The POC will be monitored and reviewed during our monthly QAPI meetings for the next 3 months starting in August 2023 by the Executive Director/Resident Care Director. If in the event the POC is not effective, it will be amended and a new POC will be immediately implemented, reviewed and monitored to ensure the incident does not reoccur.

Licensee's Proposed Overall Completion Date: 08/18/2023

Implemented [REDACTED] - 08/22/2023)

227d - Support Plan Medical/Dental

2. 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

The assessment for resident #1, dated [REDACTED]/23, indicates the resident has a need for assistance when wandering at night. The resident's support plan, called an Individual Service Plan (ISP) and is considered a "live" document meaning it is continuously updated, does not document how this need will be met.

Since the incident on [REDACTED]/23, staff have been speaking to the resident's family about providing additional support, like a one-on-one assistant for daytime hours. To accommodate this presently and for safety concerns, the home is using other staff to engage with the resident. This additional support need is not listed on the assessment or the ISP.

Plan of Correction

Accept [REDACTED] - 08/17/2023)

07/27 Senior resident care coordinator and Resident care director [REDACTED] update the ISP of Resident DH to accurately reflect the resident behaviors and the interventions implemented to redirect resident. On [REDACTED]/23 Interim Regional Director Dan Bevan provided training on frequent RASP/ISP updates with Wellness team: Resident care director-Katelyn Metzger, Wellness nurse [REDACTED] and Resident care coordinator-[REDACTED]. In addition, a weekly RASP/ISP meeting will be conducted in order to audit and review care plans and updates. The Executive

227d - Support Plan Medical/Dental (continued)

director/Resident care director will conduct monthly audits on the QAPI meeting for the next 90 days to ensure the POC is being implemented. If in the event the POC is deemed ineffective, the POC will immediately be amended and a new POC will be implemented and monitored to ensure this does not reoccur.

Licensee's Proposed Overall Completion Date: 08/18/2023

Implemented [REDACTED] - 08/22/2023)