

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

September 7, 2023

[REDACTED], AMBASSADOR
MILLCREEK MANOR
[REDACTED]

RE: LECOM PARKSIDE AT GLENWOOD
41 WEST GORE ROAD
ERIE, PA, 16509
LICENSE/COC#: 45384

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 07/18/2023 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: *LECOM PARKSIDE AT GLENWOOD* License #: *45384* License Expiration: *11/24/2023*
 Address: *41 WEST GORE ROAD, ERIE, PA 16509*
 County: *ERIE* Region: *WESTERN*

Administrator

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

Legal Entity

Name: *MILLCREEK MANOR*
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: *C 2 LP* Date: *09/19/2002* Issued By: *Dept. of Labor & Industry*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *72* Waking Staff: *54*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
 Reason: *Incident* Exit Conference Date: *07/18/2023*

Inspection Dates and Department Representative

07/18/2023 On Site [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: *144* Residents Served: *55*

Secured Dementia Care Unit
 In Home: *Yes* Area: *2ND FLOOR* Capacity: *16* Residents Served: *13*

Hospice
 Current Residents: *3*

Number of Residents Who:
 Receive Supplemental Security Income: *8* Are 60 Years of Age or Older: *55*
 Diagnosed with Mental Illness: *11* Diagnosed with Intellectual Disability: *6*
 Have Mobility Need: *17* Have Physical Disability: *0*

Inspections / Reviews

07/18/2023 - Partial
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *08/11/2023*

08/09/2023 - POC Submission
 Submitted By: [REDACTED] Date Submitted: *08/24/2023*
 Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *08/31/2023*

Inspections / Reviews *(continued)*

09/07/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 08/24/2023

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

42c - Treatment of Residents

1. Requirements

2600.

42.c. A resident shall be treated with dignity and respect.

Description of Violation

Resident #1 is independently mobile; however, multiple staff interviews indicate ■■■ resists leaving the dining room after meals. On multiple occasions, including the morning of ■■■, staff have physically removed resident #1 from the dining room by dragging him while ■■■ is still seated in ■■■ dining room chair, without wheels, into the lobby.

Plan of Correction**Accept ■■■ - 08/09/2023)**

On 7/18/23 after exit conference with inspector, Administrator spoke with Dietary Manager about resident #1. We put the following procedures in place beginning with dinner that day. Resident#1 can stay at ■■■ table and the dietary staff will clean the dining room and leave ■■■ seated at ■■■ table if that is what ■■■ desires. If ■■■ remains at ■■■ table the dining room doors will remain open so that other staff know ■■■ remains in the dining room. To prevent resident from entering the kitchen, the kitchen doors will be locked. The dietary staff will notify the nurse/med tech on duty that resident#1 remains in the dining room. Administrator held a brief meeting with staff on 7/18/23 and again on 8/3/23 regarding resident rights and dignity. GECAC/APS will educate all staff on dignity and resident's rights on 8/24/23

Licensee's Proposed Overall Completion Date: 08/24/2023

Implemented ■■■ - 09/07/2023)