

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

October 31, 2023

[REDACTED]
CSW ARBOUR SQUARE IV DOYLESTOWN LP
[REDACTED]

RE: MERCER HILL AT DOYLESTOWN
2010 SOUTH EASTON ROAD
DOYLESTOWN, PA, 18901
LICENSE/COC#: 14872

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 09/11/2023 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: *MERCER HILL AT DOYLESTOWN* License #: *14872* License Expiration: *02/18/2024*
Address: *2010 SOUTH EASTON ROAD, DOYLESTOWN, PA 18901*
County: *BUCKS* Region: *SOUTHEAST*

Administrator

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

Legal Entity

Name: *CSW ARBOUR SQUARE IV DOYLESTOWN LP*
Address: [REDACTED]
Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: Total Daily Staff: *87* Waking Staff: *65*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Complaint* Exit Conference Date: *09/11/2023*

Inspection Dates and Department Representative

09/11/2023 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *97* Residents Served: *65*

Secured Dementia Care Unit

In Home: *Yes* Area: *Garden House* Capacity: *26* Residents Served: *16*

Hospice

Current Residents: *x*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *65*
Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *22* Have Physical Disability: *0*

Inspections / Reviews

09/11/2023 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *10/02/2023*

10/06/2023 - POC Submission

Submitted By: [REDACTED] Date Submitted: *10/25/2023*
Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *10/11/2023*

Inspections / Reviews (*continued*)

10/10/2023 - POC Submission

Submitted By: [REDACTED] r

Date Submitted: 10/25/2023

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: 10/25/2023

10/31/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 10/25/2023

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

On [REDACTED]/2023 around [REDACTED] AM, resident #1 pushed the pendant to get assistance with a bathroom visit. Staff A responded to the call, entering the room hollering "Don't ever lock the door, we only have only one key on this side!" When the resident asked if the staff was mad at [REDACTED], the staff just rolled [REDACTED] eyes. This encounter made the resident upset and reluctant to push the pendant when necessary.

Repeat Violation: 06/06/2023 et al

Plan of Correction

Accept ([REDACTED] - 10/10/2023)

Mercer Hill at Doylestown enforces a zero-tolerance policy for abuse of or by residents or team members. All team members are obligated by law when there is a reasonable basis to report abuse, neglect, suspected abuse, or inappropriate behavior to their supervisor. Mercer Hill seeks to ensure that abusive situations do not occur. In the event an incident occurs, Mercer Hill staff will act quickly and fairly to investigate and take decisive action as appropriate. Following notification of the incident, the staff person involved, identified as staff person A, was already on a suspension (due to an unrelated incident with a co-worker), and therefore remained out of the community. Following the Community investigation, the community terminated Staff Person A from employment at Mercer Hill on [REDACTED]-2023.

The Community was informed of an additional alleged abuse on 9-24-2023. The staff person involved, was immediately suspended and was removed from the community. Following our investigation, the staff person was terminated from employment. Completed 9-26-2023.

Beginning 9-27-2023, all Caregivers and Med Techs will be inserviced by the Health Services Director on abuse, types of abuse, reporting, caregiver stress/empathy. Role play, open dialogue and question/answer period are the methods of instruction. Beginning October 1, the Merrill Gardens initiative on "Kindness" will be shown in a video format in the Community Theater. All staff are required to view this video. Following the conclusion of the video, a question/answer period will be facilitated by the Community MSW. Completion date: 10-23-23.

Upon notification of observations/reports of inappropriate staff interactions with a resident, the Community Director or Designee will be notified by text ,phone, email or in person immediately. Care Staff/Med Tech are responsible for notifying the Community Director/Designee of an alleged incident of abuse. The staff person involved will be removed from the Community at once and an investigation will be started immediately by the Community Director/Designee. In addition to an immediate verbal report to the local Police, the Department of Human Services and Area Agency on Aging will be contacted via phone by the Community Manager/Designee regarding the alleged abuse. A written report to each agency will follow within 24 hours of the incident. If the outcomes of the investigation identifies that abuse has occurred, the staff person involved will be terminated from employment. The Community Director will have the responsibility for adherence to this procedure and reporting time frames. This process will be reviewed and discussed by the Community Director/Designee at the Quality Assurance Meeting scheduled for 10-24-2023.

42c - Treatment of Residents (continued)

Licensee's Proposed Overall Completion Date: 10/24/2023

Implemented ([REDACTED] - 10/31/2023)