

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

October 25, 2023

[REDACTED], ADMINISTRATOR
EQUITY HOUSING CORPORATION
[REDACTED]

RE: WILLOW VIEW HOME
204 HERRVILLE ROAD
WILLOW STREET, PA, 17584
LICENSE/COC#: 32228

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 09/13/2023 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: WILLOW VIEW HOME **License #:** 32228 **License Expiration:** 06/20/2024
Address: 204 HERRVILLE ROAD, WILLOW STREET, PA 17584
County: LANCASTER **Region:** CENTRAL

Administrator

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

Legal Entity

Name: EQUITY HOUSING CORPORATION

Address: [REDACTED]
[REDACTED]

Certificate(s) of Occupancy

Type: Other **Date:** 02/04/1981 **Issued By:** Department of Labor and Industry

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 18 **Waking Staff:** 14

Inspection Information

Type: Full **Notice:** Unannounced **BHA Docket #:**
Reason: Renewal **Exit Conference Date:** 09/13/2023

Inspection Dates and Department Representative

09/13/2023 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 24 **Residents Served:** 18

Secured Dementia Care Unit

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

Hospice

Current Residents: 1

Number of Residents Who:

Receive Supplemental Security Income: 5 **Are 60 Years of Age or Older:** 17
Diagnosed with Mental Illness: 0 **Diagnosed with Intellectual Disability:** 0
Have Mobility Need: 0 **Have Physical Disability:** 0

Inspections / Reviews

09/13/2023 Full

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 09/28/2023

10/02/2023 - POC Submission

Submitted By: [REDACTED] **Date Submitted:** 10/21/2023
Reviewer: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 10/10/2023

Inspections / Reviews *(continued)*

10/12/2023 POC Submission

Submitted By: [REDACTED]

Date Submitted: 10/21/2023

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 10/20/2023

10/25/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 10/21/2023

Reviewer: [REDACTED]

Follow Up Type: Not Required

26b Quality Management Plan Content

1. Requirements

2600.

26.b. The quality management plan shall address the periodic review and evaluation of the following:

Description of Violation

The home has not completed a periodic quality management review and evaluation of the following topics:

- (1) The reportable incident and condition reporting procedures.
- (2) Complaint procedures.
- (3) Staff person training.
- (4) Licensing violations and plans of correction, if applicable.
- (5) Resident or family councils, or both, if applicable.

Plan of Correction

Accept ([redacted] - 10/12/2023)

Our quality management plan, review and evaluation was completed on 11/11/2022. Unfortunately, the documentation was misfiled by our Operations Manager, who is no longer with our facility. Immediate Action: On 9/13/2023 the Administrator was able to email an unsigned copy of the meeting minutes to the administrator designee during the inspection, she did not see the email to provide the minutes to the inspector. On 9/21/2023 I located the misfiled signed Quality Management Meeting Minutes and filed them correctly. Attached you will find the signed minutes as well as our policy on Quality management that has been in place since January 1, 2005. Ongoing: Beginning 9/21/2023 the administrator will correctly file the completed quality management minutes in the designated binder as well as our inspection preparation binder within 5 days of every Quality Management Meeting.

Licensee's Proposed Overall Completion Date: 10/09/2023

Implemented ([redacted] - 10/23/2023)

185a Implement Storage Procedures

2. Requirements

2600.

185.a. The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.

Description of Violation

Resident 1 is prescribed the following medications which were not present in the home:

- [redacted] By mouth between meals and at bedtime as needed for indigestion.
- [redacted]) by mouth for times a day as needed for cough.

Resident 2 is prescribed [redacted] for [redacted] e take 1 capsule by mouth daily as needed for constipation, the medication was not present in the home.

Resident 2's [redacted] reading of [redacted] dated [redacted] [redacted] was not documented on the Blood Glucose Flow Sheet.

Plan of Correction

Accept ([redacted] - 10/12/2023)

On September 14, 2023 the senior med tech held a staff training to address the importance of correctly completing the glucose flow sheet and our policies on blood glucose. All med tech's were shown the proper way to fill out the

185a Implement Storage Procedures (continued)

corresponding form. In addition to the 9/14/2023 training, another Staff training was scheduled by the administrator for 10/11/2023 this topic will be addressed. Ongoing: On 9/21/2023 the administrator implemented shift to shift audits to ensure all blood glucose readings are documented appropriately. These audits will be performed daily during every shift change. I have attached the policies and blood glucose flow sheet.

Immediate Action: 9/14/2023 all resident MAR's were reviewed by our senior med tech, any medications that were not in the home was ordered to be delivered on 9/15/2023. On 9/25/2023 Willow View Home updated our policy on as needed OTC medications to include: Any as needed OTC medication prescribed by a physician or nurse practitioner will be filled by our pharmacy and charged to the resident. Medication will be stored according to our existing policy. If the OTC medication is one that is kept by our facility as a stock OTC medication the resident will only be charged if repeated use is required. Ongoing: beginning 9/15/2023 and on a daily basis thereafter a med tech will ensure that all prescribed medications are ordered and available in the home.

Licensee's Proposed Overall Completion Date: 10/09/2023

Implemented [REDACTED] - 10/24/2023)