

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

January 11, 2024

[REDACTED], HR PROGRAMS MANAGER  
ARDEN COURTS OF KING OF PRUSSIA PA LLC  
[REDACTED]

RE: ARDEN COURTS (KING OF PRUSSIA)  
620 WEST VALLEY FORGE ROAD  
KING OF PRUSSIA, PA, 19406  
LICENSE/COC#: 12995

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 09/19/2023, 10/17/2023 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:** ARDEN COURTS (KING OF PRUSSIA) **License #:** 12995 **License Expiration:** 12/29/2023  
**Address:** 620 WEST VALLEY FORGE ROAD, KING OF PRUSSIA, PA 19406  
**County:** MONTGOMERY **Region:** SOUTHEAST

## Administrator

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

## Legal Entity

**Name:** ARDEN COURTS OF KING OF PRUSSIA PA LLC  
**Address:** [REDACTED]  
**Phone:** [REDACTED] **Email:** [REDACTED]

## Certificate(s) of Occupancy

**Type:** C-2 LP **Date:** 10/10/2023 **Issued By:** Department of Labor & Industry

## Staffing Hours

**Resident Support Staff:** 0 **Total Daily Staff:** 83 **Waking Staff:** 62

## Inspection Information

**Type:** Partial **Notice:** Unannounced **BHA Docket #:**  
**Reason:** Incident **Exit Conference Date:** 10/19/2023

## Inspection Dates and Department Representative

09/19/2023 - On-Site: [REDACTED]  
 10/17/2023 - On-Site: [REDACTED]

## Resident Demographic Data as of Inspection Dates

## General Information

**License Capacity:** 64 **Residents Served:** 62

## Secured Dementia Care Unit

**In Home:** Yes **Area:** Capacity: 64 **Residents Served:** 62  
 Memory Support Community

## Hospice

**Current Residents:** 14

## Number of Residents Who:

**Receive Supplemental Security Income:** 0 **Are 60 Years of Age or Older:** 59  
**Diagnosed with Mental Illness:** 12 **Diagnosed with Intellectual Disability:** 0  
**Have Mobility Need:** 21 **Have Physical Disability:** 3

## Inspections / Reviews

09/19/2023 Partial

**Lead Inspector:** [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 11/10/2023

Inspections / Reviews (*continued*)

## 11/14/2023 POC Submission

Submitted By: [REDACTED]

Date Submitted: 12/28/2023

Reviewer: [REDACTED]

Follow Up Type: POC Submission

Follow Up Date: 11/19/2023

## 11/21/2023 POC Submission

Submitted By: [REDACTED]

Date Submitted: 12/28/2023

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 01/01/2024

## 01/11/2024 Document Submission

Submitted By: [REDACTED]

Date Submitted: 12/28/2023

Reviewer: [REDACTED]

Follow Up Type: Not Required

## 17 - Record Confidentiality

### 1. Requirements

2600.

17. Resident records shall be confidential, and, except in emergencies, may not be accessible to anyone other than the resident, the resident's designated person if any, staff persons for the purpose of providing services to the resident, agents of the Department and the long-term care ombudsman without the written consent of the resident, an individual holding the resident's power of attorney for health care or health care proxy or a resident's designated person, or if a court orders disclosure.

### Description of Violation

*The home had a picture outside the memory care unit of resident #1. The information detailed that resident #1 was an elopement risk.*

### Plan of Correction

Accept ( [REDACTED] - 11/21/2023)

*In response to the violation on 09/19/2023 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken:*

1. On 09/19/2023 the Resident Services Coordinator immediately removed the photo and information posted.

*To enhance the currently compliant operations, on 11/6/2023 the executive Director in-serviced coordinators on Regulation 17. Attendance record attachment #1.*

*Effective 9/19/2023 the Executive Director or designee will perform inspections of area outside and inside memory care unit during daily rounds for compliance, through 3/31/2024 to maintain ongoing compliance with Regulation 17. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.*

*Proposed Overall Completion Date: 12/31/2023*

**Licensee's Proposed Overall Completion Date: 12/31/2023**

**Implemented (CM - 01/11/2024)**

## 42b - Abuse

### 2. Requirements

2600.

- 42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

### Description of Violation

*On [REDACTED], between the hours of [REDACTED], resident #1 was able to elope from the secured exterior courtyard by climbing over a vinyl 7 foot fence of the home. Staff person A, assigned to the [REDACTED] neighborhood of the home, where the resident eloped, was unaware of the absence of resident #1. At 10:30am, the home received a call from resident #1's family member that the resident was found at the King of Prussia Mall, 1.5 miles away, by mall security.*

*On 10-17-23, staff were observed not performing hourly checks as scheduled. It was reported that direct care duties take priority. Observations observed by the licensing representative as follows:*

- 9:24am- Cloverdale House rounds starting at 9:00am were completed.

**42b - Abuse (continued)**

- 9:38am- Peach House rounds starting at 9:30 am, or every 30 minutes, Staff person B was prompted by the administrator to start the hourly checks. Staff person B reports that the hourly checks were delayed because of laundry duties. Other staff another staff was assisting resident #1 with shaving.
- 9:58am- Blue House hourly rounds were scheduled to start on the 45th minute of the hour. The administrator was unaware of who was assigned to perform the checks. Staff were in the common area commiserating prior to being directed by the administrator to commence the hourly rounds.
- At 12:00pm, the staff in Green house were unable to start serving lunch, because residents were not administered their medications and resident # 2 could not be found. Resident #2 was eventually located in the Blue House and returned to Garden Path, by the administrator. Two staff started serving food, while the administrator delegated staff to conduct rounds.

**Plan of Correction**

Accept [REDACTED] - 11/21/2023)

On [REDACTED] Resident #1 was unable to be found for 10:30am hourly safety check. DCS actively searching for resident in all resident rooms and courtyard when the front desk received a call from the son stating the King of Prussia Mall Security office called because his father was there looking for him.

In response to the violation on 10/31/2023 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken:

1. On 09/07/2023 the Memory Care Advisor and son met at mall. Resident #1 was returned safely to the community by his son after taking him to lunch.
2. On 09/07/2023 Resident #1 was evaluated by Resident Services Coordinator upon return, no injuries noted.
3. On 09/07/2023 the Medical Director was notified by Executive Director of Resident #1 elopement and evaluation. Resident #1 will be seen onsite 9/8/2023 by Physician Assistant.
4. On 09/07/2023 the Resident Services Coordinator placed Resident #1 was placed on 15 minute checks and one on one caregiver assigned. Resident #1 remained on 15 minutes checks for 72 hours.

To enhance the currently compliant operations, on 10/19/2023 the Executive Director completed in-services with staff and on 11/6/2023 with coordinators: regarding Elopement in Dementia Risks and Prevention, Safety and Security of Residents and Resident Rights. Attendance records attachments #1 & #2 and collateral attachment #3. A resident with tendencies to eloping behaviors will have those behaviors and appropriate interventions placed on their support plan. The support plan is available for staff review. Staff will be notified of any resident with a history of exit seeking or elopement behaviors via their move in notice. All staff will be in-serviced with a completion date of 11/30/2023.

A surveillance camera was added to view the area where Resident #1 climbed the fence.

Effective 12/01/2023 the Executive Director will perform monthly in-service on Residents Rights through 06/30/2024 to maintain ongoing compliance with not neglecting, intimidating, physically or verbally abusing, mistreating, subjecting to corporal punishment or disciplining residents in any way. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Proposed Overall Completion Date: 12/31/2023

42b Abuse (continued)

Licensee's Proposed Overall Completion Date: 12/31/2023

Implemented ( ) - 01/11/2024)

54a - Direct Care Staff

3. Requirements

2600.

54.a. Direct care staff persons shall have the following qualifications:

- 2. Have a high school diploma, GED or active registry status on the Pennsylvania nurse aide registry.

Description of Violation

Direct care staff person D does not have a high school diploma, GED, or active registry status on the Pennsylvania nurse aide registry.

Plan of Correction

Accept ( ) - 11/21/2023)

In response to the violation on 10/31/2023 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken:

- 1. A department waiver was submitted on 11/17/2023 to ( ) via email. Direct care staff person D has been removed from Direct Care and is currently working in housekeeping. She posses high school diploma from Haiti. On 11/1/2023 the Executive Director contacted ICD, a global credentials evaluation services and member of NACES, for application to evaluate education. On 11/6/2023 an application was submitted and accepted to a International Education Credentials Analyst to evaluate DCS Person D's diploma. Evaluation will be forwarded immediately upon receipt. Confirmation email attachment #1.
- 2. On 11/03/2023 the Executive Director completed an audit of employee files to ensure compliance with direct care staff's education requirements with Regulation 54(a). Audit attachment #2.

To enhance the currently compliant operations, on 11/06/2023 the Executive Director in serviced Coordinators Regulation 54(a) and the need to have a high school diploma for anyone hired. Attendance record attachment #3.

Effective 11/01/2023 the Executive Director will perform monthly audits through 06/30/2024 to maintain ongoing compliance with the credentials of newly hired employees of Regulation 54(a) including direct care staff to have a high school diploma, GED or active registry status on the Pennsylvania nurse aide registry. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Proposed Overall Completion Date: 12/31/2023

Licensee's Proposed Overall Completion Date: 12/31/2023

Implemented ( ) - 01/11/2024)

233c - Key-Locking Devices

4. Requirements

2600.

233.c. If key-locking devices, electronic cards systems or other devices that prevent immediate egress are used to lock and unlock exits, directions for their operation shall be conspicuously posted near the device.

**233c - Key-Locking Devices (continued)****Description of Violation**

*The directions for operating the home's locking mechanism are not conspicuously posted near the door to the Secure Dementia Care Unit (SDCU). The interior and exterior doors throughout the home were not updated with the new code on 9-19-23.*

**Plan of Correction****Accept** [REDACTED] **- 11/21/2023)**

*In response to the violation on 10/31/2023 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 09/20/2023 by the Building Service Coordinator who updated all codes on interior or exterior doors throughout the community.*

*To enhance the currently compliant operations, on 11/06/2023 the Executive Director in-serviced Coordinators on Regulation 233c and the need to have all codes updated. Attendance record attachment #1.*

*Effective 11/01/2023 the Building Services Coordinator will perform weekly checks through 06/30/2024 to maintain ongoing compliance with ensuring that all codes are updated and posted appropriately. Door inspection log attached. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes. Door Inspection audit attachment #2.*

*Proposed Overall Completion Date: 12/31/2023*

**Licensee's Proposed Overall Completion Date: 12/31/2023**

**Implemented** [REDACTED] **- 01/11/2024)**