

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

December 12, 2023

[REDACTED], ADMINISTRATOR
HENDORN INC
[REDACTED]

RE: COLE MANOR
101 MAPLE STREET
COUDERSPORT, PA, 16915
LICENSE/COC#: 24263

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 09/22/2023 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: COLE MANOR	License #: 24263	License Expiration: 08/09/2023
Address: 101 MAPLE STREET, COUDERSPORT, PA 16915		
County: POTTER	Region: NORTHEAST	

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

Legal Entity	
Name: HENDORN INC	
Address: [REDACTED]	
Phone: [REDACTED]	Email: [REDACTED]

Certificate(s) of Occupancy		
Type: C-2 LP	Date:	Issued By:

Staffing Hours		
Resident Support Staff: 0	Total Daily Staff: 19	Waking Staff: 14

Inspection Information		
Type: Full	Notice: Unannounced	BHA Docket #:
Reason: Renewal	Exit Conference Date: 09/22/2023	

Inspection Dates and Department Representative	
09/22/2023 - On-Site:	[REDACTED]

Resident Demographic Data as of Inspection Dates			
General Information			
License Capacity: 30		Residents Served: 19	
Secured Dementia Care Unit			
In Home: No	Area:	Capacity:	Residents Served:
Hospice			
Current Residents: 0			
Number of Residents Who:			
Receive Supplemental Security Income: 1		Are 60 Years of Age or Older: 19	
Diagnosed with Mental Illness: 0		Diagnosed with Intellectual Disability: 0	
Have Mobility Need: 0		Have Physical Disability: 1	

Inspections / Reviews		
09/22/2023 Full		
Lead Inspector: [REDACTED]	Follow-Up Type: POC Submission	Follow-Up Date: 10/26/2023
11/06/2023 - POC Submission		
Submitted By: [REDACTED]	Date Submitted: 12/11/2023	
Reviewer: [REDACTED]	Follow-Up Type: POC Submission	Follow-Up Date: 11/10/2023

Inspections / Reviews *(continued)*

11/13/2023 POC Submission

Submitted By: [REDACTED]

Date Submitted: 12/11/2023

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 11/16/2023

12/12/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 12/11/2023

Reviewer: [REDACTED]

Follow Up Type: Not Required

63a First Aid/CPR Training

1. Requirements

2600.

63.a. At least one staff person for every 50 residents who is trained in first aid and certified in obstructed airway techniques and CPR shall be present in the home at all times.

Description of Violation

There are no first aid trained and certified staff in the home from 4 PM until 6:00 AM. All staff persons who routinely work from 4 PM to 10:15 PM and 10:PM to 6:00 AM are trained and certified in CPR but do not have first aide training.

Plan of Correction

Accept ([redacted] - 11/06/2023)

All staff at Cole Manor not first aid certified will be attending a first aid class on Monday November 13th, 2023, at 1pm where their training will take place. Then moving forward in 2024 all staff at Cole Manor will have first aid added to the CPR class. This has been discussed and confirmed with UPMC Cole Nurse Educator, [redacted]. PCHA at Cole Manor will be responsible for making sure staff are schedule for CPR and BLS.

Licensee's Proposed Overall Completion Date: 11/13/2023

Implemented ([redacted] - 12/12/2023)

132e Fire Drill Sleeping Hours

2. Requirements

2600.

132.e. A fire drill shall be held during sleeping hours once every 6 months.

Description of Violation

The last fire drill conducted during sleeping hours was on 5/21/23. The previous sleeping hours fire drill was conducted on 10/12/22.

Plan of Correction

Accept ([redacted] - 11/06/2023)

Fire drill scheduled was review by UPMC Cole Maintenance staff and Cole Manor PCHA. It was determined that the 2022 and 2023 dates were correct on the schedule, but the date documented on the fire drill performed was incorrect. To prevent this from occurring PCHA will have the UPMC Cole Maintenance fire drill schedule and confirm during the creation of the schedule that sleeping hour drills are scheduled and performed within a 6-month period. Last sleeping hour fire drill was 5/21/23 and the next drill is scheduled for 11/15/23. Cole Maintenance and Cole Manor PCHA will be responsible for creating a fire drill schedule and implementing the drills on time per schedule.

Licensee's Proposed Overall Completion Date: 11/15/2023

Implemented ([redacted] - 12/12/2023)

141a 1 10 Medical Evaluation Information

3. Requirements

2600.

141a 1-10 Medical Evaluation Information (continued)

- 141.a. A resident shall have a medical evaluation by a physician, physician’s assistant or certified registered nurse practitioner documented on a form specified by the Department, within 60 days prior to admission or within 30 days after admission. The evaluation must include the following:
1. A general physical examination by a physician, physician’s assistant or nurse practitioner.
 2. Medical diagnosis including physical or mental disabilities of the resident, if any.
 3. Medical information pertinent to diagnosis and treatment in case of an emergency.
 4. Special health or dietary needs of the resident.
 5. Allergies.
 6. Immunization history.
 7. Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications.
 8. Body positioning and movement stimulation for residents, if appropriate.
 9. Health status.
 10. Mobility assessment, updated annually or at the Department’s request.

Description of Violation

The DME form dated [REDACTED] for resident #1, is not on the original form specified by the Department. The form was reformatted which resulted in many fields not being shown on the form. Items not shown on the revised form include diet, ability to safely use or avoid poisons, and the levels of ability to self administer medications. In addition, the field for height was not completed.

Plan of Correction

Accept ([REDACTED]) - 11/13/2023

It was discovered that the acting PCHA prior to the current PCHA had used an incorrect version of the DME form. To monitor compliance an audit was performed on 10/23/23 to review the interim coverage period 3/13/23- 4/24/23 to ensure that all DME were processed on the Department provided form. There were no other DME form violations found for the 3/13/23-4/24/23 audit. To ensure continued compliance a goal to educate by review of Section 141a 1-10 Medical Evaluation information was reviewed by PCHA on 10/24/23. A DME spreadsheet has been created by PCHA starting 10/23/23 to ensure correct form and timeframes are being followed by PCHA responsible for completing Department forms. The audit spreadsheet will be used for all residents from 10/23/23 through 12/31/23, a 10-week period. The goal of this education and audit is to prevent use of an incorrect DME form. Ongoing compliance will be performed by PCHA.

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

Implemented ([REDACTED]) - 12/12/2023

227a - Support Plan 30 Days

4. Requirements

2600.

227.a. A resident requiring personal care services shall have a written support plan developed and implemented within 30 days of admission to the home. The support plan shall be documented on the Department’s support plan form.

Description of Violation

Resident #2 was admitted on [REDACTED]; however, the resident’s initial support plan was not completed until [REDACTED].

Repeated Violation - 7/21, 7/22/22

Plan of Correction

Accept ([REDACTED]) - 11/13/2023

Through investigation it was determined that the previous PCHA did not complete the resident support plan within 30 days of admission. On 10/24/23 all current support plans were audited by PCHA for correct submission dates. Zero non-compliant support plan date errors were found. This audit will continue through 12/31/23 on all new

227a Support Plan 30 Days (continued)

admissions and annual support plans. PCHA is responsible for all support plans to be submitted within 30 days of resident admission. Support plans found to be out of compliance with regulation 227a Support Plan 30 Days will initiate a support plan review with the resident and PCHA to ensure updated and correct support plan documentation is provided.

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

Implemented (█ - 12/12/2023)