

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

October 24, 2023

[REDACTED], LPN PCHA
ALBRIGHT CARE SERVICES
1700 NORMANDIE DRIVE
YORK, PA, 17408

RE: NORMANDIE RIDGE
1700 NORMANDIE DRIVE
YORK, PA, 17408
LICENSE/COC#: 35132

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 09/28/2023 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: NORMANDIE RIDGE	License #: 35132	License Expiration: 06/24/2024
Address: 1700 NORMANDIE DRIVE, YORK, PA 17408		
County: YORK	Region: CENTRAL	

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

Legal Entity		
Name: ALBRIGHT CARE SERVICES		
Address: 1700 NORMANDIE DRIVE, YORK, PA, 17408		
Phone: [REDACTED]	Email: [REDACTED]	

Certificate(s) of Occupancy		
Type: I-2	Date: 04/21/2011	Issued By: West Manchester Township

Staffing Hours		
Resident Support Staff: 0	Total Daily Staff: 29	Waking Staff: 22

Inspection Information		
Type: Partial	Notice: Unannounced	BHA Docket #:
Reason: Incident	Exit Conference Date: 09/28/2023	

Inspection Dates and Department Representative	
09/28/2023 - On-Site: [REDACTED]	

Resident Demographic Data as of Inspection Dates			
General Information			
License Capacity: 66		Residents Served: 9	
Secured Dementia Care Unit			
In Home: Yes	Area: Memory Care	Capacity: 18	Residents Served: 18
Hospice			
Current Residents: 0			
Number of Residents Who:			
Receive Supplemental Security Income: 0		Are 60 Years of Age or Older: 27	
Diagnosed with Mental Illness: 0		Diagnosed with Intellectual Disability: 1	
Have Mobility Need: 20		Have Physical Disability: 0	

Inspections / Reviews		
09/28/2023 Partial		
Lead Inspector: [REDACTED]	Follow-Up Type: POC Submission	Follow-Up Date: 10/14/2023
10/05/2023 - POC Submission		
Submitted By: [REDACTED]	Date Submitted: 10/19/2023	
Reviewer: [REDACTED]	Follow-Up Type: POC Submission	Follow-Up Date: 10/13/2023

Inspections / Reviews (*continued*)

10/13/2023 POC Submission

Submitted By: [REDACTED]

Date Submitted: 10/19/2023

Reviewer: [REDACTED]

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

10/24/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 10/19/2023

Reviewer: [REDACTED]

Follow Up Type: Not Required

42b - Abuse

1. 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] at [REDACTED], Staff Member A was heard and observed by Staff Members B and C yelling obscenities regarding providing care for Resident 1, referring loudly in the presence of other residents that Resident 1 smells like urine as well as referred to Resident 1 in coarse language and refused to provide care for the resident.

On [REDACTED] at approximately [REDACTED], Staff Member A was observed by Staff Member C arguing with and telling Resident 2 to be quiet and sit there and not worry about what Staff Member A was doing regarding cleaning Resident 2's room.

Plan of Correction

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

Plan of Correction:

- Staff member A was put on administrative leave by Personal Care Home Administrator immediately following incident on [REDACTED] and employment was subsequently terminated by Personal Care Home Administrator upon completion of investigation on [REDACTED]
- All Personal Care Staff members will be required to complete an additional Relias course "About Caregiver Conduct" by October 31st, 2023.
- All Personal Care Staff members will be required to complete an additional Relias course "Abuse, Neglect and Exploitation" by October 31st, 2023.
- Newly hired employees will be required to complete the Relias course "About Caregiver Conduct" prior to working on the floor beginning on October 10, 2023.
- Newly hired employees will be required to complete the Relias course "Abuse, Neglect and Exploitation" prior to working on the floor starting October 10th, 2023.
- Personal Care Administrator will be required to monitor ensure that the above courses are completed by goal date and prior to newly hired employees working on the floor or staff will be removed from the schedule beginning on October 10, 2023.
- Personal Care Home Administrator will discuss 3 resident rights during each monthly staff meeting beginning on October 10, 2023.
- Personal Care Home Administrator will discuss 2 abuse scenarios during each monthly staff meeting beginning on October 10, 2023.
- Personal Care Home Administrator will discuss one caregiver conduct scenario during each monthly staff meeting beginning on October 10, 2023.

Licensee's Proposed Overall Completion Date: 10/06/2023

Implemented ([REDACTED] - 10/19/2023)