

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

December 15, 2023

[REDACTED], VICE PRESIDENT
CSH EXTON LESSEE LLC

RE: ARBOR TERRACE EXTON
100 OAKLANDS BOULEVARD
EXTON, PA, 19341
LICENSE/COC#: 14793

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 10/05/2023 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: ARBOR TERRACE EXTON

License #: 14793

License Expiration: 07/27/2024

Address: 100 OAKLANDS BOULEVARD, EXTON, PA 19341

County: CHESTER

Region: SOUTHEAST

Administrator

Name: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Legal Entity

Name: CSH EXTON LESSEE LLC

Address: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Certificate(s) of Occupancy

Type: I-1

Date: 01/11/2021

Issued By: West Whiteland Township

Staffing Hours

Resident Support Staff: 0

Total Daily Staff: 118

Waking Staff: 89

Inspection Information

Type: Partial

Notice: Unannounced

BHA Docket #:

Reason: Complaint, Incident

Exit Conference Date: 10/05/2023

Inspection Dates and Department Representative

10/05/2023 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 99

Residents Served: 85

Secured Dementia Care Unit

In Home: Yes

Area: Memory Care

Capacity: 32

Residents Served: 26

Hospice

Current Residents: 8

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 85

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 1

Have Mobility Need: 33

Have Physical Disability: 0

Inspections / Reviews

10/05/2023 Partial

Lead Inspector: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 11/16/2023

11/16/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 12/14/2023

Reviewer: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 11/21/2023

Inspections / Reviews *(continued)*

11/27/2023 POC Submission

Submitted By: [REDACTED] Date Submitted: 12/14/2023

Reviewer: [REDACTED] Follow Up Type: Document Submission Follow Up Date: 12/18/2023

12/15/2023 Document Submission

Submitted By: [REDACTED] Date Submitted: 12/14/2023

Reviewer: [REDACTED] Follow Up Type: Not Required

65i - Training Record

1. Requirements

2600.

65.i. A record of training including the staff person trained, date, source, content, length of each course and copies of any certificates received, shall be kept.

Description of Violation

On 9/27/23, the home's conducted a training entitled "Administration of Prescription Toiletries, i.e: toothpaste/mouthwash". The record of direct care staff training does not include the location of training, the training source or the length (number of hours completed).

Plan of Correction

Accept ([redacted] - 11/16/2023)

- Upon the Department's findings of the stated citation in violation of 2600.65.i, the RCD, MCD or designee immediately reviewed that all information was completed on all Adult Residential Licensing – Personal Care Homes Record of Training – 55 Pa. code 2600.65i including Title of course, content of course, training source, location, date and length (# of hours completed).
- The ED or designee will educate the department heads and supervisors who conduct formal trainings in the community of the mandatory requirements for filling out the Personal Care Homes Record of Training. This training will ensure they understand that all details at the top of the form must be completed to be compliant. This education training will be done by December 15th.
- The ED, BOD or designee will perform an audit of all recently completed Personal Care Home Record of Training forms to ensure compliance. This audit will be completed by 12/15/23.

Proposed Overall Completion Date: 12/15/2023

Licensee's Proposed Overall Completion Date: 12/15/2023

Implemented [redacted] - 12/15/2023)

82c - Locking Poisonous Materials

2. Requirements

2600.

82.c. Poisonous materials shall be kept locked and inaccessible to residents unless all of the residents living in the home are able to safely use or avoid poisonous materials.

Description of Violation

A tube of Colgate Baking soda and Peroxide Whitening toothpaste, with a manufacturer's label indicating "If swallowed get medical help or contact Poison Control." The toothpaste was unlocked, unattended, and accessible to resident #1. Not all the residents of the home, including resident #1, have been assessed capable of recognizing and using poisons safely.

Plan of Correction

Accept [redacted] 11/27/2023)

Plan of Correction

- Upon the Department's findings of the stated citation in violation of 2600.82c, the RCD immediately verified that resident #1 is safe to be around poisonous materials by verifying the resident's primary care physician's assessment of her.

82c - Locking Poisonous Materials (continued)

- The RCD, MCD or designee will complete a full audit and re-assessment that all residents living in apartments that are licensed as Personal Care are able to avoid poisonous materials and then ensure that this designation is included on their RASP and DME. These assessments will be completed by December 15th. Any resident who is assessed as being unsafe around poisonous materials will be immediately moved to Arbor Terrace Exton's Secure Dementia Unit, where all poisonous materials are locked up and out of reach for all residents living on the unit.
- Moving forward, the community will verify that any resident moving into an apartment licensed as Personal Care is able to avoid poisonous materials. This assessment will be made by the resident's primary care physician prior to move in and will be reflected on the resident's pre-screen, DME and RASP. Any resident assessed prior to move-in as being unsafe around poisonous materials will not be able to move into apartments licensed as Personal Care, rather they will need to reside in the community's secured dementia unit where all poisonous materials are locked up.
- Additionally moving forward, a resident's ability to be safe around poisonous materials will be reassessed at a minimum of twice per year as well as anytime a significant change in condition has occurred. Any resident living in a licensed Personal Care apartment who is unsafe to be around poisonous materials will be moved to the community's secure dementia unit. As above, these designations will be documented on the resident's DME and RASP.

Proposed Overall Completion Date: 12/15/2023

Licensee's Proposed Overall Completion Date: 12/15/2023

Implemented (████) - 12/15/2023)

181d - Storing Medication**3. Requirements**

2600.

181.d. If the resident does not need assistance with medication, medication may be stored in a resident's room for self-administration. Medications stored in the resident's room shall be kept locked in a safe and secure location to protect against contamination, spillage and theft.

Description of Violation

Resident #2 self-administers medications and stores medications in his/her room. On 10-5-23 at 3:00pm, resident #2's medications were observed in an unlocked drawer in the resident's bedroom

Plan of Correction

Accept (████) - 11/16/2023)

- Upon the Department's findings of the stated citation in violation of 2600.181d, the RCD placed an order for lock boxes for all residents who self-administer medications.
- MCD, RCD or designee will distribute lock boxes to all residents who self-administer their medications and educate the residents on proper storage. This will be done by 12/15/2023.
- MCD, RCD or designee will inform our Sales team when a new resident moves in so a lock box can be provided for residents who self-administer medications.
- Going forward, the ED, BOD or MD will discuss the requirements of utilizing the lock box properly with all new residents who self-administer medication.

Licensee's Proposed Overall Completion Date: 12/15/2023

Implemented (████) - 12/15/2023)

182c - Medication Administration

4. Requirements

2600.

182.c. Medication administration includes the following activities, based on the needs of the resident:

- 5. Place the medication in a medication cup or other appropriate container, or in the resident's hand.
- 6. Place the medication in the resident's hand, mouth or other route as ordered by the prescriber, in accordance with the limitations specified in subsection (b)(4).
- 7. Complete documentation in accordance with § 2600.187 (relating to medication records).

Description of Violation

On [REDACTED], staff person B placed resident #1's [REDACTED] on the bathroom counter, where the medication remained, and was not administered immediately to the resident.

Staff person B did not complete the following medication administration steps:

- Place the medication in a medication cup or other appropriate container, or in the resident's hand.
- Place the medication in the resident's hand, mouth or other route as ordered by the prescriber, in accordance with the limitations specified in subsection (b)(4).
- Complete documentation in accordance with § 2600.187 (relating to medication records).

Plan of Correction

Accept ([REDACTED] - 11/16/2023)

- Upon the Department's findings of the stated citation in violation of 2600.182c, RCD followed up with the responsible Medication Technician to provide training on the five rights of proper medication administration.
- RCD/MCD or designee will conduct a training for all Arbor Medication Technicians/Nurses on the five rights of proper medication administration techniques. This training will be completed by 12/15/2023.
- RCD/MCD or designee will ensure Medication Technicians/Nurses instruct Direct Care Staff to escort Resident #1 to the 2nd floor Wellness Center. Resident #1 will be handed Chlorhexidine 0.12%. The responsible = Medication Technician/Nurse will witness the resident rinse with the medication as prescribed and discard it in the sink.
- The ED, BOD, MD or designee will conduct follow up trainings quarterly for the next 6 months to ensure proper compliance. 3rd Wednesday of March and June 2024.

Proposed Overall Completion Date: 12/15/2023

Licensee's Proposed Overall Completion Date: 12/15/2023

Implemented ([REDACTED] - 12/15/2023)

183a Original Containers and Injections

5. Requirements

2600.

183.a. Prescription medications, OTC medications and CAM shall be kept in their original labeled containers and may not be removed more than 2 hours in advance of the scheduled administration. Assistance with insulin and epinephrine injections and sterile liquids shall be provided immediately upon removal of the medication from its container.

Description of Violation

On 9-26-23 at 8:30pm, the [REDACTED], for resident #1, was pre-poured in a disposable medication cup located in resident #3's bathroom. This medication was scheduled for evening care. The resident was not aware of the medication being available.

183a - Original Containers and Injections (continued)

Plan of Correction

Accept () - 11/16/2023

- Upon the Department's findings of the stated citation in violation of 2600.183a, RCD followed up with the Medication Technician responsible for this error to provide training on the five rights of proper medication administration.
- RCD/MCD or designee will conduct a training for all Arbor Medication Technicians/Nurses on the five rights of proper medication administration techniques. This training will be completed by 12/15/2023.
- RCD/MCD or designee will ensure Medication Technicians instruct Direct Care Staff to escort Resident #1 to the 2nd floor Wellness Center. Resident #1 will be handed the Chlorhexidine 0.12%. The responsible Medication Technician/Nurse will witness the resident rinse with the medication as prescribed and discard it in the sink.
- The ED, BOD, MD or designee will conduct follow up trainings quarterly for the next 6 months to ensure proper compliance. 3rd Wednesday of March and June 2024.

Licensee's Proposed Overall Completion Date: 12/15/2023

Implemented (CM - 12/15/2023)

183e - Storing Medications

6. Requirements

2600.

183.e. Prescription medications, OTC medications and CAM shall be stored in an organized manner under proper conditions of sanitation, temperature, moisture and light and in accordance with the manufacturer's instructions.

Description of Violation

On [redacted], [redacted] was pre-poured and stored on the bathroom counter for resident #1. The manufacturer instructs: "Store the medicine in a closed container at room temperature, away from heat, moisture, and direct light. Keep from freezing. Keep out of the reach of children."

Plan of Correction

Accept () - 11/16/2023

- Upon the Department's findings of the stated citation in violation of 2600.183e RCD, MCD or Designees followed up immediately with the responsible Medication Technician to provide training on the five rights of proper medication administration.
- RCD/MCD or designee will ensure Medication Technicians/Nurse instruct Direct Care Staff to escort Resident #1 to the 2nd floor Wellness Center. Resident #1 will be handed Chlorhexidine 0.12%. The responsible Medication Technician/Nurse will witness the resident rinse with the medication as prescribed and discard it in the sink.
- Going forward RCD/MCD or designee will conduct a training of all Arbor Medication Technicians/Nurses on the five rights of proper medication administration techniques. This training will be completed by 12/15/2023.
- The Medication Technicians/Nurses will store this medication in its original bottle in the medication cart. The medication bottle will be kept clean and will be dated upon opening. At scheduled administration time, staff will prepare the medication as prescribed using a medicine cup.

Licensee's Proposed Overall Completion Date: 12/15/2023

Implemented () - 12/15/2023