

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

December 8, 2023

[REDACTED] COX, EXECUTIVE DIRECTOR
HAMPDEN OPERATIONS LLC
[REDACTED]
[REDACTED]

RE: HARMONY AT WEST SHORE
1910 TECHNOLOGY PARKWAY
MECHANICSBURG, PA, 17050
LICENSE/COC#: 33381

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 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]
[REDACTED]

cc: Pennsylvania Bureau of Human Service Licensing

Facility Information

Name: HARMONY AT WEST SHORE **License #:** 33381 **License Expiration:** 03/26/2024
Address: 1910 TECHNOLOGY PARKWAY, MECHANICSBURG, PA 17050
County: CUMBERLAND **Region:** CENTRAL

Administrator

Name: [REDACTED] **Phone:** 7174021200 **Email:** mcox@harmonyatwestshore.com

Legal Entity

Name: HAMPDEN OPERATIONS LLC
Address: [REDACTED]
Phone: [REDACTED] **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: I-2 **Date:** 05/01/2016 **Issued By:** Hampden Township

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 144 **Waking Staff:** 108

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:** 0
Reason: Complaint, Incident **Exit Conference Date:** 10/17/2023

Inspection Dates and Department Representative

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

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 115 **Residents Served:** 84

Secured Dementia Care Unit

In Home: Yes **Area:** SDU **Capacity:** 35 **Residents Served:** 24

Hospice

Current Residents: 9

Number of Residents Who:

Receive Supplemental Security Income: 0 **Are 60 Years of Age or Older:** 84
Diagnosed with Mental Illness: 1 **Diagnosed with Intellectual Disability:** 0
Have Mobility Need: 60 **Have Physical Disability:** 1

Inspections / Reviews

10/17/2023 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 11/27/2023

12/01/2023 - POC Submission

Submitted By: [REDACTED] **Date Submitted:** 11/29/2023
Reviewer: [REDACTED] **Follow-Up Type:** Document Submission **Follow-Up Date:** 12/11/2023

Inspections / Reviews *(continued)*

12/08/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 12/07/2023

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

15a - Resident Abuse Report

1. Requirements

2600.

15.a. The home shall immediately report suspected abuse of a resident served in the home in accordance with the Older Adult Protective Services Act (35 P. S. § § 10225.701—10225.707) and 6 Pa. Code § 15.21—15.27 (relating to reporting suspected abuse) and comply with the requirements regarding restrictions on staff persons.

Description of Violation

On [REDACTED], at approximately [REDACTED], an incident of resident-to-resident abuse occurred in the home. The home did not submit an Act 13 form to the local Area Agency on Aging (AAA).

Plan of Correction

Accept ([REDACTED] - 12/01/2023)

Immediately on 10/17/23 HCD completed an Act 13 report for incident dated [REDACTED] Moving forward HCD or ED re-trained on reporting abuse on 10/17/23 and will complete an Act 13 within state mandated requirements and fax to local Area Agency on Aging along with a follow up phone call. Community will review compliance at quarterly QI meetings to ensure compliance on going through 5/15/2024

Licensee's Proposed Overall Completion Date: 11/30/2023

Implemented ([REDACTED] - 12/08/2023)

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] at approximately [REDACTED] Resident 1 and Resident 2 were on the floor in Resident 2's room located in the Secure Dementia Care Unit (SDCU). Resident 2 was hitting Resident 1 on the legs with a decorative wooden block. As a result, Resident 1 was transferred to the emergency room for back and side pain.

Repeated Violation-7/20/23

Plan of Correction

Accept ([REDACTED] - 12/01/2023)

Immediately on [REDACTED] the resident's were separated and assessed for injuries by the Med Tech, no injuries were noted at that time. When resident 1's daughter was notified she opted to take her mother to the ER to be evaluated and returned with no new injuries or diagnoses. Resident 2's daughter and Hospice notified, Hospice came to evaluate and new recommendations were sent to PCP. Moving forward staff will continue to be educated by HCD or ED relating to Cognitive behaviors and Dementia. Education training held on 11/29/23 with all staff. On going Abuse education will be reviewed at Monthly staff meetings by ED or HCD through 05/17/23

Licensee's Proposed Overall Completion Date: 11/30/2023

Implemented ([REDACTED] - 12/08/2023)

42s - Privacy

3. Requirements

2600.

42.s. A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures.

Description of Violation

Resident 1 was photographed on a staff member's private cell phone after sustaining injuries from an unwitnessed fall on [REDACTED] at approximately [REDACTED]. Staff Member B confirmed he/she received the picture and that it was circulated among staff members.

Plan of Correction

Accept ([REDACTED] - 12/01/2023)

On 10/11/23 HSD notified of staff member B sharing Resident 1 photo from [REDACTED] fall on [REDACTED] Immediately HSD and HCD spoke with Staff Member B educating on residents right to privacy of self and possessions and written warning administered to staff member B. Moving forward all staff educated on resident right to privacy of self and possessions on 11/29/23. On going staff will be educated on resident right to privacy of self and possessions at monthly staff meetings by ED or HCD through 05/17/23

Licensee's Proposed Overall Completion Date: 11/30/2023

Implemented ([REDACTED] - 12/08/2023)