

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

May 31, 2024

[REDACTED]
MENTOR ABI LLC
[REDACTED]

RE: NEURORESTORATIVE
PENNSYLVANIA
6816 WEST LAKE ROAD
FAIRVIEW, PA, 16415
LICENSE/COC#: 44710

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 11/01/2023, 11/20/2023 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: *NEURORESTORATIVE PENNSYLVANIA* License #: *44710* License Expiration: *11/05/2024*
 Address: *6816 WEST LAKE ROAD, FAIRVIEW, PA 16415*
 County: *ERIE* Region: *WESTERN*

Administrator

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

Legal Entity

Name: *MENTOR ABI LLC*
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: *R-3* Date: *10/02/2015* Issued By: *Fairview Township*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *13* Waking Staff: *10*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
 Reason: *Complaint* Exit Conference Date: *11/20/2023*

Inspection Dates and Department Representative

11/01/2023 - On-Site: [REDACTED]
 11/20/2023 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: *8* Residents Served: *8*

Secured Dementia Care Unit
 In Home: *No* Area: Capacity: Residents Served:

Hospice
 Current Residents: *0*

Number of Residents Who:
 Receive Supplemental Security Income: *5* Are 60 Years of Age or Older: *1*
 Diagnosed with Mental Illness: *6* Diagnosed with Intellectual Disability: *2*
 Have Mobility Need: *5* Have Physical Disability: *8*

Inspections / Reviews

11/01/2023 - Partial
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *12/18/2023*

Inspections / Reviews (*continued*)

03/06/2024 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 01/29/2024

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 03/19/2024

05/31/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 03/07/2024

Reviewer: [REDACTED]

Follow-Up Type: Not Required

42c - Treatment of Residents

1. Requirements

2600.

42.c. A resident shall be treated with dignity and respect.

Description of Violation

On the morning of [REDACTED], resident [REDACTED] went to the kitchen to make a cup of coffee. Resident [REDACTED] indicated all the lights were out, the tv was off, staff person A was sleeping on the couch, and [REDACTED] could hear this staff person snoring. Resident [REDACTED] tiptoed into the kitchen and began making [REDACTED] a cup of coffee. Staff person A stood up, walked into the kitchen, got in resident [REDACTED] face, yelled at [REDACTED], told [REDACTED] this is not [REDACTED] area, the kitchen is off limits to [REDACTED] and [REDACTED] has to stay out. Resident [REDACTED] went back to [REDACTED] bedroom and stayed there until a new staff person arrived.

Staff person B works one-on-one with resident [REDACTED]. Staff interviews indicate on numerous occasions, staff person B has entered resident [REDACTED] bedroom without knocking first, and resident [REDACTED] has asked staff person B to leave [REDACTED] room and staff person B didn't leave. In addition, staff and resident interviews indicate staff person B uses inappropriate language when assisting resident [REDACTED] with showering and has said things such as let me see your butt crack and spread your cheeks.

Plan of Correction

Directed [REDACTED] - 03/06/2024)

Staff person B was removed from the home and will not be working with this participant. The participants RASP was reviewed and updated appropriately by the Case Manager in November 2023. All staff were trained on the updates in November 2023 by [REDACTED], Case Manager.

All RASPs were reviewed by the Case Manager during the month of November. It was ensured that all were accurate as of November 30, 2023.

All RASPs will be reviewed annually with the team and the Case Manager will ensure accuracy.

Proposed Overall Completion Date: 01/29/2024

Directed:

By 3/16/24, the administrator will reeducate all staff regarding the requirement that residents are to be treated with dignity and respect. Documentation will be kept.

[REDACTED] 3/6/24

Directed:

By 3/16/24, weekly thereafter for 1 month then monthly for 3 months, the administrator will privately interview 2 residents to determine if staff are treating them with dignity and respect. Documentation will be kept and discussed at quality management plan review meetings.

[REDACTED] 3/6/24

Directed Completion Date: 03/16/2024

Implemented [REDACTED] - 03/22/2024)

58b - Awake Staff Mobility Needs

2. Requirements

2600.

58.b. If a home serves one or more but less than 16 residents with mobility needs, at least one direct care staff person shall be awake at all times residents are present in the home.

58b - Awake Staff Mobility Needs (continued)**Description of Violation**

On the morning of [REDACTED] resident [REDACTED] went to the kitchen to make a cup of coffee. Resident [REDACTED] indicated all the lights were out, the tv was off, staff person A was sleeping on the couch, and [REDACTED] could hear this staff person snoring. No other staff were present at this time. On this day the home served [REDACTED] residents, including [REDACTED] resident with mobility needs.

Plan of Correction**Accept [REDACTED] - 02/12/2024)**

Staff person A was removed from the schedule pending investigation and was terminated from the program; [REDACTED] did not work after being sent home on [REDACTED].

All staff were educated on the requirements to be awake during their shift during a staff meeting held on January 24, 2024. This was reviewed by the RS, [REDACTED].

All staff will be educated upon hire and will review these requirements annually via an electronic system, Relias.

Licensee's Proposed Overall Completion Date: 01/29/2024

Implemented [REDACTED] - 03/22/2024)