

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

February 5, 2024

[REDACTED]
EMERITUS CORPORATION
[REDACTED]

RE: BROOKDALE HARRISBURG
3560 NORTH PROGRESS AVENUE
HARRISBURG, PA, 17110
LICENSE/COC#: 31611

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/03/2024, 01/04/2024 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: *BROOKDALE HARRISBURG* License #: *31611* License Expiration: *01/09/2024*
 Address: *3560 NORTH PROGRESS AVENUE, HARRISBURG, PA 17110*
 County: *DAUPHIN* Region: *CENTRAL*

Administrator

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

Legal Entity

Name: *EMERITUS CORPORATION*
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *11/20/1997* Issued By: *Labor and Industry*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *54* Waking Staff: *41*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
 Reason: *Incident* Exit Conference Date: *01/03/2024*

Inspection Dates and Department Representative

01/03/2024 - Off-Site: [REDACTED]
 01/04/2024 - Off-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: *65* Residents Served: *37*

Secured Dementia Care Unit
 In Home: *Yes* Area: *Clare Bridge* Capacity: *24* Residents Served: *16*

Hospice
 Current Residents: *4*

Number of Residents Who:
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *37*
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*
 Have Mobility Need: *17* Have Physical Disability: *0*

Inspections / Reviews

01/03/2024 - Partial
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *01/20/2024*

01/25/2024 - POC Submission
 Submitted By: [REDACTED] Date Submitted: *02/02/2024*
 Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *02/02/2024*

Inspections / Reviews *(continued)*

02/05/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 02/02/2024

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 [REDACTED] a staff person was observed yelling at and forcefully grabbing a resident. This incident was observed by staff person A. This incident was reported to staff person B on 12/15/23 at 10:00 AM. However, this allegation of abuse was not reported to the area agency on aging until 12/15/23 at 3:30 pm or more than 24 hours after it occurred.

Plan of Correction

Accept [REDACTED] - 01/23/2024)

Staff member A was retrained by ED on the community policy regarding reporting suspected abuse. Appropriate clinical and management staff were retrained by ED on the community policy regarding suspected abuse and timely notification to the local Area of Aging.

To assist with compliance, the ED or designee will review any potential incidents as they occur for 1 month starting January 15, 2024 through February 15, 2024.

Monthly reviews will then be completed thereafter by the ED or designee to verify compliance and to determine if any further action is warranted starting February 15, 2024.

Licensee's Proposed Overall Completion Date: 02/15/2024

Implemented [REDACTED] - 02/05/2024)

15d - Resident Abuse-Notification

2. Requirements

2600.

15.d. The home shall immediately notify the resident and the resident's designated person of a report of suspected abuse or neglect involving the resident.

Description of Violation

On [REDACTED], the home received a report of suspected abuse involving Resident [REDACTED]. The home did not notify the resident's designated person of the allegation.

Plan of Correction

Accept [REDACTED] - 01/23/2024)

Health and Wellness Director left a message for the designated person on [REDACTED]. Going forward, when the notification occurs to families, follow through will be according to the community policy regarding documentation on the medical record.

Direct care clinical and management staff will be retrained by the ED on the community policy regarding suspected abuse and timely notification of the person's designated person on [REDACTED].

To assist with compliance, the ED or designee will review any potential incidents as they occur daily for 1 month starting January 15th, 2024 through February 15th, 2024. Following reviews, by the ED or designee will occur weekly for one additional month to verify compliance starting February 15, 2024 and ending March 15, 2024.

Licensee's Proposed Overall Completion Date: 03/15/2024

15d - Resident Abuse-Notification (continued)

Implemented [REDACTED] - 02/05/2024)

16d - Final Incident Report

3. Requirements

2600.

16.d. The home shall submit a final report, on a form prescribed by the Department, to the Department's personal care home regional office immediately following the conclusion of the investigation.

Description of Violation

On [REDACTED], allegations of physical and verbal abuse were reported to the Department. The home did not submit a final report to the Department.

Plan of Correction

Accept [REDACTED] - 01/23/2024)

Appropriate management staff were retrained by the ED on the community policy regarding suspected abuse and submitting to the department final reports, regarding incident investigations. Going forward, the home will submit a final report at the conclusion of the home's investigation.

To assist with compliance, the ED or designee will review any potential incidents as they occur daily for 1 month starting January 15th, 2024 through February 15th, 2024. Following reviews, by the ED or designee will occur weekly for one additional month to verify compliance starting February 15, 2024 and ending March 15, 2024.

Monthly reviews will be then completed thereafter by the ED or designee to verify compliance and to determine if any further action is warranted starting March 15, 2024.

Licensee's Proposed Overall Completion Date: 03/15/2024

Implemented [REDACTED] - 02/05/2024)

42b - Abuse

4. 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] around noon, staff person C was observed yelling at and grabbing the left wrist and upper arm of Resident [REDACTED] while trying to take [REDACTED] to [REDACTED] bedroom.

Plan of Correction

Accept [REDACTED] 01/23/2024)

Staff person C was suspended pending investigation by the Executive Director upon notification of the incident. Staff person C no longer works at the community as of [REDACTED]. Direct care clinical and management staff will be retrained by the ED on the community policy regarding suspected abuse and timely notification of the person's designated person on [REDACTED]. The ED, HWD, and management team will continue to promote resident dignity at orientation, dementia training, annual training, during staff meetings and whenever indicated.

To assist with compliance, the ED or designee will review any potential incidents as they occur daily for 1 month starting January 15th, 2024 through February 15th, 2024. Following reviews, by the ED or designee will occur weekly for one additional month to verify compliance starting February 15, 2024 and ending March 15, 2024.

Licensee's Proposed Overall Completion Date: 03/15/2024

Implemented [REDACTED] - 02/05/2024)