

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

January 17, 2024

[REDACTED], ADMINISTRATOR  
SUSAN DOWHOWER PERSONAL CARE HOME LLC  
120 SOUTH 10TH STREET  
LEBANON, PA, 17042

RE: SUSAN DOWHOWER PERSONAL  
CARE HOME  
120 SOUTH 10TH STREET  
LEBANON, PA, 17042  
LICENSE/COC#: 33484

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/10/2024 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: *SUSAN DOWHOWER PERSONAL CARE HOME* License #: 33484 License Expiration: 10/11/2024  
 Address: 120 SOUTH 10TH STREET, LEBANON, PA 17042  
 County: LEBANON Region: CENTRAL

## Administrator

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

Name: *SUSAN DOWHOWER PERSONAL CARE HOME LLC*  
 Address: 120 SOUTH 10TH STREET, LEBANON, PA, 17042  
 Phone: [REDACTED] Email: [REDACTED]

## Certificate(s) of Occupancy

Type: I-2 Date: 09/28/2009 Issued By: *city of Lebanon*

## Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 32 Waking Staff: 24

## Inspection Information

Type: *Full* Notice: *Unannounced* BHA Docket #: 0  
 Reason: *Renewal, Complaint, Incident* Exit Conference Date: 01/10/2024

## Inspection Dates and Department Representative

01/10/2024 - On-Site [REDACTED]

## Resident Demographic Data as of Inspection Dates

## General Information

License Capacity: 36 Residents Served: 32

## Secured Dementia Care Unit

In Home: *No* Area: Capacity: Residents Served:

## Hospice

Current Residents: 0

## Number of Residents Who:

Receive Supplemental Security Income: 18 Are 60 Years of Age or Older: 17  
 Diagnosed with Mental Illness: 31 Diagnosed with Intellectual Disability: 3  
 Have Mobility Need: 0 Have Physical Disability: 4

## Inspections / Reviews

## 01/10/2024 - Full

Lead Inspector: [REDACTED] [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: 01/22/2024

## 01/16/2024 - POC Submission

Submitted By: [REDACTED] Date Submitted: 01/15/2024  
 Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: 01/26/2024

Inspections / Reviews *(continued)*

01/17/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 01/16/2024

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

## 86a - Ventilation

## 1. Requirements

2600.

86.a. All areas of the home that are used by the resident shall be ventilated. Ventilation includes an operable window, air conditioner, fan or mechanical ventilation that ensures airflow.

## Description of Violation

On 1/10/24, there was a thick coating of dust on the ceiling exhaust fans in the bathrooms located on the 2nd and 3rd floor. This does not ensure proper air circulation.

## Plan of Correction

Accept ( ) - 01/16/2024)

1/11/2024 All bathroom exhaust fans were cleaned and dust removed by the home's housekeepers. The home's administrator instructed housekeeping staff to make sure all bathroom exhaust fans are being cleaned on a regular basis. The homes administrator will check all bathroom exhaust fans periodically to ensure they are being cleaned to allow proper air circulation.

Licensee's Proposed Overall Completion Date: 01/15/2024

Implemented ( ) - 01/16/2024)

## 89b - Hot Water Temperature

## 2. Requirements

2600.

89.b. Hot water temperature in areas accessible to the resident may not exceed 120°F.

## Description of Violation

On 1/10/24 at approximately 1:30 pm, the hot water temperature in the 1st floor bathroom measured 124.8 degrees Fahrenheit.

## Plan of Correction

Accept ( ) - 01/16/2024)

1/11/2024 The water heater that supplies hot water to the first floor bathroom had been replaced recently. The temperature had been set by the installer to 125 degrees F. The home's maintenance staff adjusted the temperature on the water heater that supplies hot water to the first floor bathroom. The home's administrator re-tested the water temperature. The water temperature tested at 118.6 degrees F which is below the maximum allowed temperature of 120 degrees F. The home's administrator will test the temperature of the hot water periodically to ensure the temperature does not go above 120 degrees F.

Licensee's Proposed Overall Completion Date: 01/15/2024

Implemented ( ) - 01/16/2024)

## 187d - Follow Prescriber's Orders

## 3. Requirements

2600.

187.d. The home shall follow the directions of the prescriber.

## Description of Violation

Resident 1 is prescribed blood sugar testing daily before bedtime. However, the blood sugar level for Resident 1 was not tested on 1/1/24 and 1/2/24 because the glucometer was inoperable.

## Plan of Correction

Accept ( ) - 01/16/2024)

1/10/2024 The home's administrator purchased a backup glucose meter. In the event a resident's glucometer is

**187d - Follow Prescriber's Orders (continued)**

*inoperable, medication staff will use the back up glucometer to test resident's blood sugar as prescribed. The back up glucometer will then become that resident's glucometer and a new backup glucometer will be purchased.*

**Licensee's Proposed Overall Completion Date: 01/15/2024**

**Implemented ( [REDACTED] - 01/16/2024)**