

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

March 1, 2024

[REDACTED]  
HSL DOUGLASSVILLE SUBTENANT LLC  
[REDACTED]  
[REDACTED]

RE: KEYSTONE VILLA AT  
DOUGLASSVILLE PERSONAL CARE  
1152 BEN FRANKLIN HIGHWAY  
EAST  
DOUGLASSVILLE, PA, 19518  
LICENSE/COC#: 22768

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/19/2024, 01/23/2024 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: KEYSTONE VILLA AT DOUGLASSVILLE PERSONAL CARE License #: 22768 License Expiration: 06/13/2024
Address: 1152 BEN FRANKLIN HIGHWAY EAST, DOUGLASSVILLE, PA 19518
County: BERKS Region: NORTHEAST

Administrator

Name: [Redacted] Phone: [Redacted] Email: [Redacted]

Legal Entity

Name: HSL DOUGLASSVILLE SUBTENANT LLC
Address: [Redacted]
Phone: [Redacted] Email: [Redacted]

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 154 Waking Staff: 116

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Incident Exit Conference Date: 01/23/2024

Inspection Dates and Department Representative

01/19/2024 - Off-Site: [Redacted]
01/23/2024 - Off-Site: [Redacted]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 168 Residents Served: 96

Secured Dementia Care Unit

In Home: Yes Area: Secure area Capacity: 68 Residents Served: 45

Hospice

Current Residents: 8

Number of Residents Who:

Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 96
Diagnosed with Mental Illness: 2 Diagnosed with Intellectual Disability: 0
Have Mobility Need: 58 Have Physical Disability: 14

Inspections / Reviews

01/19/2024 - Partial

Lead Inspector: [Redacted] Follow-Up Type: POC Submission Follow-Up Date: 02/19/2024

Inspections / Reviews (*continued*)

## 02/26/2024 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 02/29/2024

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 02/29/2024

## 03/01/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 02/29/2024

Reviewer: [REDACTED]

Follow-Up Type: Not Required

## 42b - Abuse

**1. 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], Resident [REDACTED] slapped the arm of another resident. Resident [REDACTED] did not provoke Resident [REDACTED]. This is the 2nd of 2 acts of physical aggression to other residents without provocation, despite increased dosage of medication and additional supervision in place for Resident [REDACTED] within 3 days.

**Plan of Correction**

Accepted [REDACTED] - 02/26/2024)

*Immediate Corrective Action:* Resident [REDACTED] was scheduled to see the Primary Care Provider and Psychiatrist, [REDACTED] [REDACTED] for a medication review following incident #1. A plan was established immediately for staff to monitor Resident [REDACTED] for warning signs of increasing anxiety ie: frown on [REDACTED] face, tense body language, scratching, yelling out. When observed, staff offered snacks and beverages as a distraction and redirected to a quiet area. Private Duty was requested to start immediately during the hours of 3pm-11pm during periods of high anxiety for Resident [REDACTED]. On [REDACTED] Resident [REDACTED] was seen by the Primary Care Provider and [REDACTED] was increased to [REDACTED], 1 tab at bedtime for anxiety. Private duty for Resident [REDACTED] began on [REDACTED] daily for the hours of 3pm-11pm through Chestnut Knoll at Home. Meanwhile, a 2nd incident took place on [REDACTED] between Resident [REDACTED] and Resident [REDACTED]. Resident [REDACTED] is currently receiving private duty services 7 am to 9pm daily through Chestnut Knoll at Home while [REDACTED] awaits a Medicaid bed at a skilled facility, to meet their increased needs.

*Additional Corrective Actions:* The Resident Care Director will monitor private duty services for Resident [REDACTED] and any and all changes to care needs for all residents will be reviewed at Clinical Care Meetings weekly by the Resident Care Director beginning [REDACTED].

*Ongoing Quality Assurance Actions:* Findings, patterns, and trends as it relates to this Plan of Correction will be reviewed by the Management Team at Quarterly QA Meetings, beginning with the review of Q1 2024, to be held in April 2024.

Licensee's Proposed Overall Completion Date: 02/18/2024

Implemented [REDACTED] - 03/01/2024)