

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

February 29, 2024

[REDACTED]
ARDEN COURTS OF JEFFERSON HILLS PA LLC
[REDACTED]
[REDACTED]

RE: ARDEN COURTS (JEFFERSON HILLS)
380 WRAY LARGE ROAD
JEFFERSON HILLS, PA, 15025
LICENSE/COC#: 43551

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 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: ARDEN COURTS (JEFFERSON HILLS) License #: 43551 License Expiration: 01/25/2025
 Address: 380 WRAY LARGE ROAD, JEFFERSON HILLS, PA 15025
 County: ALLEGHENY Region: WESTERN

Administrator

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

Legal Entity

Name: ARDEN COURTS OF JEFFERSON HILLS PA LLC
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: C-2 LP Date: 07/02/1999 Issued By: L&I

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 92 Waking Staff: 69

Inspection Information

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

Inspection Dates and Department Representative

01/23/2024 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 60 Residents Served: 46

Secured Dementia Care Unit

In Home: Yes Area: Entire Home Capacity: 60 Residents Served: 46

Hospice

Current Residents: 9

Number of Residents Who:

Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 49
 Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0
 Have Mobility Need: 46 Have Physical Disability: 0

Inspections / Reviews

01/23/2024 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 02/04/2024

02/05/2024 - POC Submission

Submitted By: [REDACTED] Date Submitted: 02/28/2024
 Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 02/12/2024

Inspections / Reviews *(continued)*

02/29/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 02/28/2024

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 approximately [REDACTED] direct care staff person A witnessed direct care staff person B squat down, get in resident [REDACTED] face and then say, "You ever wonder why your [REDACTED] leaves you here and goes home? Because [REDACTED] is cheating on you." However, this instance of alleged verbal abuse was not immediately reported to the Department of Aging in accordance with the Older Adults Protective Services Act (35 P.S. Sections 10225.701 – 10225.707) and 6 Pa. Code Sections 15.21 – 15.27 (relating to reporting suspected abuse) and was not reported to the Department of Aging until [REDACTED] at approximately [REDACTED].

Plan of Correction

Accept [REDACTED] 02/05/2024)

The home reported the allegation on [REDACTED] when made aware of the incident. Staff person B is no longer employed at the community. Resident [REDACTED] was seen by CRNP for a cognitive evaluation on [REDACTED]. Resident [REDACTED] did not recollect or have any other effects from the incident.

All staff will be reeducated by the Executive Director or designee on the Older Adults Protective Services Act and the reporting of suspected abuse by [REDACTED]. Documentation of this training will be kept in the staff training records.

Any allegations of resident abuse will be reviewed by the coordinators at the stand-up meeting to monitor for immediate reporting of allegations of abuse.

Licensee's Proposed Overall Completion Date: 02/28/2024

Implemented [REDACTED] - 02/29/2024)

15b - Supervisor Plan

2. Requirements

2600.

15.b. If there is an allegation of abuse of a resident involving a home's staff person, the home shall immediately develop and implement a plan of supervision or suspend the staff person involved in the alleged incident.

Description of Violation

On [REDACTED] at approximately [REDACTED] direct care staff person A witnessed direct care staff person B squat down, get in resident [REDACTED] face and then say, "You ever wonder why your [REDACTED] leaves you here and goes home? Because [REDACTED] is cheating on you." However, direct care staff person B was not immediately suspended for the alleged abuse in accordance with the Older Adults Protective Services Act (35 P.S. Sections 10225.701 – 10225.707) and 6 Pa. Code Sections 15.21 – 15.27 (relating to reporting suspected abuse) and continued to work unsupervised until the end of [REDACTED] shift at [REDACTED] on [REDACTED] and on [REDACTED] from [REDACTED] to [REDACTED] and on [REDACTED] from [REDACTED] to [REDACTED].

Plan of Correction

Accept [REDACTED] - 02/05/2024)

Staff member B was suspended on [REDACTED].

All coordinators and supervisors will be reeducated by the Executive Director on the need to immediately

15b - Supervisor Plan (continued)

implement a plan of supervision or suspend employee involved in any allegation of resident abuse by a staff member by [REDACTED]. Documentation of this training will be kept in the staff training records.

Any allegations of resident abuse will be reviewed by the coordinators at the stand-up meeting to monitor for immediate implementation of plan of supervision or suspension of any staff member involved in an alleged incident of resident abuse.

Licensee's Proposed Overall Completion Date: 02/28/2024

Implemented [REDACTED] 02/29/2024)

16c - Written Incident Report

3. Requirements

2600.

16.c. The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in § 2600.15 (relating to abuse reporting covered by law).

Description of Violation

On [REDACTED] at approximately [REDACTED] direct care staff person A witnessed direct care staff person B get in resident [REDACTED] face and then say, "You ever wonder why your [REDACTED] leaves you here and goes home? Because [REDACTED] is cheating on you." However, the allegation of verbal abuse was not reported to the Department's personal care home regional office or the Department's personal care home complaint hotline until [REDACTED] at [REDACTED]

Plan of Correction

Accept [REDACTED] - 02/05/2024)

The home reported the allegation on [REDACTED] when made aware of the incident. Staff person B is no longer employed at the community. Resident [REDACTED] was seen by CRNP for a cognitive evaluation on [REDACTED]. Resident [REDACTED] did not recollect or have any other effects from the incident.

All staff will be reeducated by the Executive Director or designee on the Older Adults Protective Services Act and the reporting of suspected abuse by [REDACTED]. Documentation of this training will be kept in the staff training records.

Any allegations of resident abuse will be reviewed by the coordinators at the stand-up meeting to monitor for immediate reporting of allegations of abuse.

Licensee's Proposed Overall Completion Date: 02/28/2024

Implemented [REDACTED] - 02/29/2024)

42c - Treatment of Residents

4. Requirements

2600.

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

Description of Violation

On [REDACTED] at approximately [REDACTED] direct care staff person A witnessed direct care staff person B crouch down and get in resident [REDACTED] face and then say, "You ever wonder why your husband leaves you here and goes home? Because he is cheating on you." Direct care staff person A indicated direct care staff person B's comment was "disgusting, it was rude, and it was very much disrespectful."

Plan of Correction

Accept [REDACTED] - 02/05/2024)

Staff person B is no longer employed by the community. Resident [REDACTED]

42c - Treatment of Residents (continued)

All staff will be reeducated on resident rights by the Executive Director or designee by February 28, 2024. Documentation of the training will be maintained in staff training records.

Executive Director or designee will interview 1 resident from each house weekly for 4 weeks to ensure that residents feel they are being treated with dignity and respect or to identify any areas of concern. The results of these interviews will be reviewed with all coordinators at the stand-up meeting to identify and discuss concerns or trends.

Licensee's Proposed Overall Completion Date: 03/02/2024

Implemented [REDACTED] - 02/29/2024)