

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

January 24, 2024

[REDACTED]  
THE PALMS AT O'NEIL INC  
[REDACTED]  
[REDACTED]

RE: THE PALMS AT O'NEIL  
1 GLENSHIRE LANE  
MCKEESPORT, PA, 15132  
LICENSE/COC#: 43964

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 11/01/2023 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: *THE PALMS AT O'NEIL* License #: 43964 License Expiration: 11/19/2024  
 Address: 1 GLENSHIRE LANE, MCKEESPORT, PA 15132  
 County: ALLEGHENY Region: WESTERN

**Administrator**

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

**Legal Entity**

Name: *THE PALMS AT O'NEIL INC*  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

**Staffing Hours**

Resident Support Staff: 0 Total Daily Staff: 80 Waking Staff: 60

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Complaint* Exit Conference Date: 11/01/2023

**Inspection Dates and Department Representative**

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

**Resident Demographic Data as of Inspection Dates**

General Information  
 License Capacity: 82 Residents Served: 59  
 Secured Dementia Care Unit  
 In Home: *No* Area: Capacity: Residents Served:  
 Hospice  
 Current Residents: 10  
 Number of Residents Who:  
 Receive Supplemental Security Income: 2 Are 60 Years of Age or Older: 57  
 Diagnosed with Mental Illness: 9 Diagnosed with Intellectual Disability: 2  
 Have Mobility Need: 21 Have Physical Disability: 4

**Inspections / Reviews**

11/01/2023 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: 12/13/2023

12/12/2023 - POC Submission

Submitted By: [REDACTED] Date Submitted: 01/23/2024  
 Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: 12/19/2023

Inspections / Reviews (*continued*)

## 12/15/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 01/23/2024

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: 01/23/2024

## 12/21/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 01/23/2024

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: 01/23/2024

## 01/24/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 01/23/2024

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], an incident of verbal abuse occurred by staff person A towards resident [REDACTED]; however, this incident was not reported to the local Area Agency on Aging until [REDACTED].

## Plan of Correction

Directed [REDACTED] - 12/15/2023)

Administration to be notified of any abuse immediately upon time of report. Staff will be instructed on calling administrator if off hours and Administrator will receive copy of shift reports daily. Shift report attached. This will ensure that Protective Services and all other appropriate departments are notified in a timely manner. Both administrators along with the designated reporter will be listed on the report.

Protective service called and set up a zoom training on 12/20/23 on abuse. Will attach sign in sheet when training is complete.

Staff to have training on what a reportable is and the importance of o time reporting. Training to be held on Tuesday 12/19/2023. This will be given by the Administrator. Education is attached and sign in sheet will be attached on 12/20/2023 (DIRECTED; All current staff persons shall receive the training which is scheduled for 12/19/23 and 12/20/23. The training shall include ensuring any allegations of abuse are immediately reported to the Area Agency on Aging in accordance with the Older Adult Protective Services Act. Documentation of the education shall be kept in accordance with 2600.65i. [REDACTED] 12/15/23

DIRECTED: Beginning on 12/18/23: The administrator/designee shall review all internal incidents daily to ensure all allegations of abuse are immediately reported to the Area Agency on Aging in accordance with the Older Adult Protective Services Act.

Proposed Overall Completion Date: 12/21/2023

Directed Completion Date: 12/20/2023

Implemented [REDACTED] - 01/24/2024)

## 16c - Written Incident Report

## 2. 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] an incident of verbal abuse occurred by staff person A towards resident [REDACTED]; however, this incident was not reported to the Department until [REDACTED].

## 16c - Written Incident Report (continued)

## Plan of Correction

Directed [REDACTED] - 12/15/2023)

Effective [REDACTED] Within 24 hours administration will receive a copy of any internal incident reports, statements and shift reports to ensure that the local regional office will have the reportable incident and copy of the Act-13 within set time frame. Both administrators will be listed on the report. Training is scheduled for all staff on 12/19/2023 on what a reportable incident is and ensuring that it is reported to the Administrator immediately. Administrator will be giving this training. Training is attached and sign in sheet will be attached on 12/20/2023 (DIRECTED; Documentation of the training shall be kept in accordance with 2600.65i. [REDACTED] 12/15/23). Protective Services will be notified immediately of any reports of abuse upon notification of incident. Written statement will be submitted to Protective Services within the 48 hour timeframe set. Protective service called and set up a zoom training on 12/20/23 on abuse. Will attach sign in sheet when training is complete

DIRECTED: Beginning on 12/18/23: The administrator/designee shall review all internal incidents daily to ensure all reportable incidents specified in 2600.16a are reported to the Department within 24 hours in accordance with 2600.16c. [REDACTED] 12/15/23

Proposed Overall Completion Date: 12/21/2023

Directed Completion Date: 12/20/2023

Implemented [REDACTED] - 01/24/2024)

## 42b - Abuse

## 3. 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] at approximately [REDACTED] staff person A was assisting resident [REDACTED] in resident [REDACTED]'s bedroom. Resident [REDACTED] had a bowel movement in [REDACTED] pants. While staff person A was assisting resident [REDACTED], staff person A became angry towards resident [REDACTED] and yelled at resident [REDACTED] "This is [REDACTED] ridiculous. It is disgusting and not my fault that your legs don't work to walk to the bathroom." Staff person B was outside of resident [REDACTED]'s bedroom and heard staff person A yelling at resident [REDACTED]. Staff person B took over assisting resident [REDACTED] and staff person A left resident [REDACTED]'s bedroom.

REPEAT VIOLATION: 5/24/2023

## Plan of Correction

Directed [REDACTED] - 12/15/2023)

11/1/2023 POC completed immediately upon notification of incident on 10/16/2023. Staff A was escorted out of the facility immediately by the administrator on duty when the incident was overheard and reported by employee B and employee B resumed care for the resident, while Administrator escorted the staff A out of the building immediately and was terminated from employment. Staff education to be given to all staff on 12/19/2023 on resident rights, prevention of abuse/neglect. (DIRECTED: Documentation of the education shall be kept in accordance with

42b - Abuse (continued)

2600.65i. [REDACTED] 12/15/23). Administrator to perform weekly for one month of [REDACTED] residents on residents rights, dignity, respect and customer service for one month and then monthly thereafter for 6 months. (DIRECTED: Beginning on 12/18/23: The administrator shall interview [REDACTED] residents, in private, weekly for 1 month then monthly thereafter for 6 more months to ensure residents are free from abuse/neglect. Documentation of the interviews shall be kept. [REDACTED] 12/15/23). There will be held a quality management meeting on 1/23/2024 for all management team members to go over the information and to ensure that there is no issues. Information is in place for resident rights, Act 13 and Act 70 for every new hires. (DIRECTED: The quality management review scheduled for 1/23/24 shall also include an increased emphasis on these plans of correction and take action to improve the quality of its resident rights and Older Adult Protective Services Act (OAPSA) training for all newly hired staff within 40 scheduled working hours in accordance with §2600.65(b)(1) and §2600.65(b)(3) and annually in accordance with §2600.65(g)(3) and §2600.65(g)(4). Documentation of the quality management review shall be kept, which includes the date and time of the review, the names of the staff persons in attendance and a summary of the items discussed. [REDACTED] 12/15/23). I have attached a copy of the employment folder check list, that has to be signed by the administrator prior to the employee to be on their own assignment. Administrator to sign the check list

Effective 11/1/2023 both co-administrators will converse on all appropriate actions to ensure that all agencies are notified in the appropriate time frame. Signature of an administrator to be on all reports. Protective service called and set up a zoom training on 12/20/23 on abuse. Will attach sign in sheet when training is complete (DIRECTED Documentation of the staff education scheduled for 12/20/23 shall be kept in accordance with 2600.65i. [REDACTED] 12/15/23).

Proposed Overall Completion Date: 12/13/2023

Directed Completion Date: 01/23/2024

Implemented [REDACTED] - 01/24/2024)

65d - Initial Direct Care Training

4. Requirements

2600.

65.d. Direct care staff persons hired after April 24, 2006, may not provide unsupervised ADL services until completion of the following:

2. Successful completion and passing the Department-approved direct care training course and passing of the competency test.

Description of Violation

Direct care staff person C, hired on [REDACTED], has not successfully completed and passed the Department-approved direct care training course and pass the competency test.

Plan of Correction

Accept [REDACTED] - 12/15/2023)

Designated staffing manager educated on regulation to have direct care staff training procedures met upon hire and throughout training/orientation. Effective 12/5/2023 all new PCA hires will be approved by administrator and/or DOW to ensure that direct care staff training and competency exam is complete prior to the employee having an assignment on their own. Signature of administrator to be on the outside of the employee file to indicate it has been reviewed. Effective 12/5/2023, all new PCA hires/direct care staff will be assigned to complete the direct care staff training and competency exam on day one of training.

Staff person C no longer works for the Palm's at O'Neil. Audit was completed by Staffing Manager on 12/7/2023. Administrator checked all files and signed if completed correctly before they are filed. Copy of staff check list for hiring is attached.

65d - Initial Direct Care Training (*continued*)

Licensee's Proposed Overall Completion Date: 12/13/2023

Implemented [REDACTED] 01/24/2024)