

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

May 13, 2024

[REDACTED]
NATIONAL HEALTH MANAGEMENT LLC
[REDACTED]

RE: INDEPENDENCE COURT OF
QUAKERTOWN
1660 PARK AVENUE
QUAKERTOWN, PA, 18951
LICENSE/COC#: 12703

[REDACTED],
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 03/14/2024 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: *INDEPENDENCE COURT OF QUAKERTOWN* License #: *12703* License Expiration: *07/22/2024*
 Address: *1660 PARK AVENUE, QUAKERTOWN, PA 18951*
 County: *BUCKS* Region: *SOUTHEAST*

Administrator

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

Legal Entity

Name: *NATIONAL HEALTH MANAGEMENT LLC*
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *06/13/1988* Issued By: *Dpt. of Labor and Industry*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *90* Waking Staff: *68*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
 Reason: *Complaint, Incident* Exit Conference Date: *03/14/2024*

Inspection Dates and Department Representative

03/14/2024 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: *120* Residents Served: *78*

Secured Dementia Care Unit
 In Home: *No* Area: Capacity: Residents Served:

Hospice
 Current Residents: *6*

Number of Residents Who:
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *78*
 Diagnosed with Mental Illness: *11* Diagnosed with Intellectual Disability: *1*
 Have Mobility Need: *12* Have Physical Disability: *4*

Inspections / Reviews

03/14/2024 - Partial
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *04/13/2024*

04/11/2024 - POC Submission
 Submitted By: [REDACTED] Date Submitted: *05/10/2024*
 Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *05/13/2024*

Inspections / Reviews *(continued)*

05/13/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 05/10/2024

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

16c - Written Incident Report

1. 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], resident [REDACTED] suffered an unwitnessed fall. Resident [REDACTED] fell on the face, had a bump on the forehead, and had a bloody nose. Resident [REDACTED] was sent to the hospital. The home did not submit an incident report to the department.

Plan of Correction

Accept [REDACTED] - 04/11/2024)

During the discovery of violation 2600.16.c, Director of Nursing, submitted an incident report to the department regarding the [REDACTED] unwitnessed fall of Resident [REDACTED]. See Attached. By 5/13/24, all Nurses and Medication Assistants will be in-serviced on 2600.16. To ensure ongoing compliance, Administrator and Director of Nursing will review daily any incident that occurred at the home and determine if it is reportable to the department and will report it within 24 hours. In addition, this violation will be discussed at the home's monthly Quality Assurance meeting in April 2024 and thereafter.

Licensee's Proposed Overall Completion Date: 05/13/2024

Implemented [REDACTED] - 05/13/2024)

42c - Treatment of Residents

2. Requirements

2600.

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

Description of Violation

On [REDACTED] at [REDACTED], resident [REDACTED] rang the call bell about the need to go to the bathroom. Staff member A answered the call bell. The bathroom is equipped with a grab bar and a toilet seat chair with a grab bar. Resident [REDACTED] was escorted by staff member A to the bathroom. Resident [REDACTED] always holds on to the grab bar in front of the toilet, as [REDACTED] is very afraid of falling. Staff member A was attempting to force resident [REDACTED] to let the grab bar go and to sit on the toilet seat. Resident [REDACTED] did not let the grab bar go and started urinating on the floor, wetting staff member A's shoes. Staff member A removed resident [REDACTED] hands from the grab, pushed resident [REDACTED] onto the toilet seat, and told resident [REDACTED] in a loud and demanding voice "to urinate and to sit down." At this point, resident [REDACTED] did not want to use the bathroom.

Resident [REDACTED] did mention the incident to staff member B and complained of shoulder pain. Staff member B completed a body assessment. The home also completed an x-ray of the shoulder. No bruises were noted, and the x-rays were negative.

Plan of Correction

Accept [REDACTED] - 04/11/2024)

Resident [REDACTED] reported the incident to Staff Member B. Staff member A was immediately taken off the schedule until investigation was completed. Upon completion of investigation, Staff member A did not treat Resident [REDACTED] with dignity and respect, therefore, Administrator terminated the Staff member's employment. By [REDACTED], Administrator will have all staff in-serviced on 2600.42 with special focus on treating residents with dignity and respect and Older Adult Protective Service Act. Bucks County Area on Aging Ombudsman will be conducting an all staff in-service on 4/24/2024.

To ensure ongoing compliance, Administrator will In-service residents on Resident Rights at the Home's May 2024

42c - Treatment of Residents (continued)

resident council meeting and then semi-annually, thereafter. Administrator will conduct 5 resident rights interviews a week for the next 30 days, and then 5 interviews a month for the following 3 months. Residents will be asked specifically if they feel they are treated with Dignity and Respect. Upon new admissions, Administrator notifies new residents of their Rights and obtains a signed acknowledgement. All New hires are trained on Resident Rights, and Older Adult protective services Act and then annually by Administrator and Relias. This violation will be discussed at the Home's April 2024, May and June Quality Assurance meetings.

Licensee's Proposed Overall Completion Date: 05/13/2024

Implemented (█ - 05/13/2024)