

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

May 15, 2024

[REDACTED]
CSH EXTON LESSEE LLC
[REDACTED]

Second Floor
[REDACTED]

RE: ARBOR TERRACE EXTON
100 OAKLANDS BOULEVARD
EXTON, PA, 19341
LICENSE/COC#: 14793

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 04/03/2024 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: ARBOR TERRACE EXTON License #: 14793 License Expiration: 07/27/2024
 Address: 100 OAKLANDS BOULEVARD, EXTON, PA 19341
 County: CHESTER Region: SOUTHEAST

Administrator

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

Legal Entity

Name: CSH EXTON LESSEE LLC
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: I-1 Date: 01/11/2021 Issued By: West Whiteland Township

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 123 Waking Staff: 92

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
 Reason: Complaint, Incident Exit Conference Date: 04/03/2024

Inspection Dates and Department Representative

04/03/2024 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 99 Residents Served: 89

Secured Dementia Care Unit

In Home: Yes Area: Memory Care Unit Capacity: 32 Residents Served: 29

Hospice

Current Residents: 12

Number of Residents Who:

Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 95
 Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 1
 Have Mobility Need: 34 Have Physical Disability: 0

Inspections / Reviews

04/03/2024 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 04/18/2024

05/01/2024 - POC Submission

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

Inspections / Reviews *(continued)*

05/15/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 05/10/2024

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

42c - Treatment of Residents

1. Requirements

2600.

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

Description of Violation

On 3/17/2024, staff member A went into Resident [REDACTED] bedroom to wake the resident up, took the cover off the resident, and told Resident [REDACTED] "to wake up because [REDACTED] needed to get coffee." The report states that resident [REDACTED] did not "want to get up at that time" and the staff member "did not get physical" with the resident. The report also states that the staff member "stood on the other side of the room talking to resident [REDACTED] instead of assisting [REDACTED]."

Plan of Correction

Accept [REDACTED] 05/01/2024)

- Staff member A was immediately suspended pending investigation.
- Upon completion of the investigation, Staff member A was terminated effective 3/21/2024
- The Resident Care Director provided education on Abuse, Resident Rights, Compassion, and Dignity on 3/18/2024. See Attachment A.2600.42c
- The Executive Director/Designee will provide education to all indirect care staff on Abuse, Resident Rights, Compassion, and Dignity by 5/10/2024.

Licensee's Proposed Overall Completion Date: 05/10/2024

Implemented [REDACTED] - 05/15/2024)

252 - Record Content

2. Requirements

2600.

252. Content of Resident Records - Each resident's record must include the following information:

1. Name, gender, admission date, birth date and Social Security number.
2. Race, height, weight, color of hair, color of eyes, religious affiliation, if any, and identifying marks.
3. A photograph of the resident that is no more than 2 years old.
4. Language or means of communication spoken or used by the resident.
5. The name, address, telephone number and relationship of a designated person to be contacted in case of an emergency.
6. The name, address and telephone number of the resident's physician or source of health care.
7. The current and previous 2 years' physician's examination reports, including copies of the medical evaluation forms.
8. A list of prescribed medications, OTC medications and CAM.
9. Dietary restrictions.
10. A record of incident reports for the individual resident.
11. A list of allergies.
12. The documentation of health care services and orders, including orders for the services of visiting nurse or home health agencies.
13. The preadmission screening, initial intake assessment and the most current version of the annual assessment.
14. A support plan.
15. Applicable court order, if any.
16. The resident's medical insurance information.
17. The date of entrance into the home, relocations and discharges, including the transfer of the resident to other homes owned by the same legal entity.
18. An inventory of the resident's personal property as voluntarily declared by the resident upon admission and voluntarily updated.

252 - Record Content (continued)

- 19. An inventory of the resident’s property entrusted to the administrator for safekeeping.
- 20. The financial records of residents receiving assistance with financial management.
- 21. The reason for termination of services or transfer of the resident, the date of transfer and the destination.
- 22. Copies of transfer and discharge summaries from hospitals, if available.
- 23. If the resident dies in the home, a copy of the official death certificate.
- 24. Signed notification of rights, grievance procedures and applicable consent to treatment protections specified in § 2600.41 (relating to notification of rights and complaint procedures).
- 25. A copy of the resident-home contract.
- 26. A termination notice, if any.

Description of Violation

Resident [REDACTED] record does not include a record of incident reports for the individual resident.

Plan of Correction

Accepted [REDACTED] 05/01/2024)

- The Executive Director was not in the community at the time of the inspection on 4/3/2024.
- The Reportable Incident was located in Resident [REDACTED] financial record secured in the community Business Office and not placed on the resident chart to due to identification of the staff member investigated in an incident.
- The Executive Director educated the Designee on 4/26/2024 that all Reportable Incidents involving an investigation identifying staff members are kept in the Resident’s record secured in the Business Office. All other reportable incidents are kept on the residents record secured in the Wellness Office and a reportable incident binder.
- See Attachment B.2600.252

Licensee's Proposed Overall Completion Date: 04/27/2024

Implemented [REDACTED] 05/15/2024)