

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

May 21, 2024

[REDACTED]
HSL DOUGLASSVILLE SUBTENANT LLC

[REDACTED]
C/O HERITAGE SENIOR LIVING
[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 05/02/2024 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

Type: C-2 LP Date: 04/12/1989 Issued By: L & I

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 171 Waking Staff: 128

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Incident Exit Conference Date: 05/02/2024

Inspection Dates and Department Representative

05/02/2024 - On-Site: [Redacted]

Resident Demographic Data as of Inspection Dates

Table with 2 columns: Category and Value. Rows include General Information (License Capacity: 168, Residents Served: 118), Secured Dementia Care Unit (In Home: Yes, Area: Unit, Capacity: 56, Residents Served: 45), Hospice (Current Residents: 7), and Number of Residents Who (Receive Supplemental Security Income: 0, Are 60 Years of Age or Older: 117, Diagnosed with Mental Illness: 0, Diagnosed with Intellectual Disability: 0, Have Mobility Need: 53, Have Physical Disability: 0).

Inspections / Reviews

Table with 2 columns: Date/Type and Details. Rows include 05/02/2024 - Partial (Lead Inspector: [Redacted], Follow-Up Type: POC Submission, Follow-Up Date: 05/26/2024) and 05/20/2024 - POC Submission (Submitted By: [Redacted], Date Submitted: 05/20/2024, Reviewer: [Redacted], Follow-Up Type: Document Submission, Follow-Up Date: 05/27/2024).

Inspections / Reviews *(continued)*

05/21/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 05/20/2024

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 4/17/24 Resident [REDACTED] reported that Staff Member A pulled their arm resulting in a large red lump to form on their lower right arm. Staff member A also yelled at Resident 1 when Resident 1 told Staff Member A [REDACTED] [REDACTED]”

Plan of Correction

Accept [REDACTED] 05/20/2024)

Immediate Actions: On 4/17/2024, the employee in question was immediately interviewed about the situation by the Resident Care Director and then suspended from the community pending further investigation.

The resident immediately received emotional support from direct care staff followed by a same day (4/17/2024) in person evaluation by the physician with a mobile x ray completed the following day (4/18/2024).

The resident's responsible party was immediately notified by the Memory Care Director via phone on 4/17/2024.

The Berks County office of aging, protective services, were immediately notified verbally on 4/17/2024 by Resident Care Director and a representative from office of aging visited the resident the same day (4/17/2024). Act 13 report completed and BHSL notified on 4/17/2024.

Beyond the bump that was on the resident's arm, there was no other injury nor was any treatment required. There were no further issues related to the incident and the resident has no further recollection of the event.

Additional Actions: The investigation was inconclusive. However, out of an abundance of caution, the caregiver's employment with Keystone Villa was terminated. On 5/9/2024, the direct care staff and med techs were in-serviced on typical dementia behaviors and how to best approach and manage someone who is living with dementia. Abuse, Neglect, and Act 13 reporting was also reviewed with the staff as a refresher. The training was provided by the Resident Care Director who is a Teepa Snow, Positive Approach to Care, Certified Instructor.

Referral also made on 4/18/2024 by Assistant Resident Care Director to licensed social worker for follow up support for the resident. Resident also had a Follow up visit with MD again on April 23rd. No new orders.

Ongoing Quality Assurance Actions: All new hires will continue to be oriented on the first day of training regarding Abuse, neglect, and reporting procedures. All staff will continue to take an annual training class on these topics. Compliance regarding training will be monitored by the Business Office Manager, the Executive Director, and continue to be reviewed at the Quarterly QA meetings.

Licensee's Proposed Overall Completion Date: 05/18/2024

Implemented [REDACTED] - 05/21/2024)