

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

July 2, 2024

[REDACTED]  
DIVINE LIVING HOME LLC  
[REDACTED]

RE: DIVINE LIVING HOME  
3828 COMLUMBIA AVENUE  
MOUNTVILLE, PA, 17554  
LICENSE/COC#: 33824

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 05/03/2024, 05/06/2024, 05/08/2024 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: *DIVINE LIVING HOME* License #: 33824 License Expiration: 09/08/2024  
 Address: 3828 COMLUMBIA AVENUE, MOUNTVILLE, PA 17554  
 County: LANCASTER Region: CENTRAL

**Administrator**

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

**Legal Entity**

Name: *DIVINE LIVING HOME LLC*  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *C-2 LP* Date: 07/07/1983 Issued By: *Labor and Industry*

**Staffing Hours**

Resident Support Staff: 0 Total Daily Staff: 32 Waking Staff: 24

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Complaint* Exit Conference Date: 05/03/2024

**Inspection Dates and Department Representative**

05/03/2024 - On-Site: [REDACTED]  
 05/06/2024 - Off-Site: [REDACTED]  
 05/08/2024 - Off-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

General Information  
 License Capacity: 39 Residents Served: 32  
 Secured Dementia Care Unit  
 In Home: *No* Area: Capacity: Residents Served:  
 Hospice  
 Current Residents: 0  
 Number of Residents Who:  
 Receive Supplemental Security Income: 21 Are 60 Years of Age or Older: 21  
 Diagnosed with Mental Illness: 18 Diagnosed with Intellectual Disability: 4  
 Have Mobility Need: 0 Have Physical Disability: 0

**Inspections / Reviews**

05/03/2024 - Partial  
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: 05/19/2024

Inspections / Reviews *(continued)*

05/20/2024 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 06/04/2024

Reviewer: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 05/27/2024

05/28/2024 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 06/04/2024

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 06/04/2024

07/02/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 06/04/2024

Reviewer: [REDACTED]

Follow-Up Type: Not Required

23b - Instrumental Activities of Daily Living Assistance

1. Requirements

2600.

23.b. A home shall provide each resident with assistance with IADLs as indicated in the resident’s assessment and support plan.

Description of Violation

The most recent assessment and support plan completed for Resident [redacted] dated [redacted] states that the resident requires assistance with supervision when in unfamiliar places and, when out of the home, will be accompanied by family. Staff A states that the resident frequently left the property and walked alone to the Turkey Hill a half-mile away because the home was unable to provide staff to accompany [redacted]. On [redacted], police picked up the resident from the convenience store and returned [redacted] to the home.

Plan of Correction

Accept [redacted] - 05/20/2024)

In response to the violation on [redacted] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on [redacted] by the Administrator to review outlined information in assessment to be sure the plan was correctly indicated for residents.

To enhance the currently compliant operations, on [redacted] the Administrator will reinstruct all staff regarding any current resident who is in need of supervision to be monitored hourly to ensure safety on the property, with a completion date of [redacted]

Effective 05/13/2024 the direct care staff will perform daily checks through to maintain ongoing compliance with providing each resident with assistance with IADLs as indicated in the resident’s assessment and support plan. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 05/31/2024

Implemented [redacted] - 07/02/2024)

42s - Privacy

2. Requirements

2600.

42.s. A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures.

Description of Violation

There are two cameras which record audio/video located in the office and kitchen area and a third camera in the dining room. The audio/video recordings can be retrieved using a cell phone and reviewed by the Administrator. Audio monitoring in any part of the home is prohibited.

Plan of Correction

Accept [redacted] 05/20/2024)

In response to the violation on [redacted] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on [redacted] by the Administrator to disconnect cameras that are in place.

42s - Privacy (continued)

To enhance the currently compliant operations, on [REDACTED] the Administrator will ensure any audio/video monitoring remains disconnected, with a completion date of [REDACTED]

Effective [REDACTED] the Administrator will perform monthly inspections through [REDACTED] to maintain ongoing compliance with providing residents the right to privacy of self and possessions and to provide privacy to each resident during bathing, dressing, changing and medical procedures. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 05/31/2024

Implemented [REDACTED] - 07/02/2024)

85a - Sanitary Conditions

3. Requirements

2600.

85.a. Sanitary conditions shall be maintained.

Description of Violation

The home has a bedbug infestation which has resulted in blood-stained bedding including in bedrooms [REDACTED] and [REDACTED]. In addition, the electric baseboard in bedroom [REDACTED] is covered in rust and the box spring in bedroom [REDACTED] has heavy, dark, gray-brown staining of an unknown origin.

Plan of Correction

Accept [REDACTED] - 05/20/2024)

In response to the violation on [REDACTED] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken:

1. on [REDACTED] by the DCS to remove current bedding, wash, and bleach all bedding in rooms [REDACTED] and [REDACTED].
2. on [REDACTED] by the direct care staff to replace boxspring cover in room [REDACTED]
3. on [REDACTED] by the administrator to order tools needed to sand, and paint rusted baseboard in room [REDACTED]

To enhance the currently compliant operations, on [REDACTED] the House manager will inspect all bedding and remove/discard and stained bedding, with a completion date of [REDACTED]. Administrator will inspect all other rooms to verify any other rooms that might need baseboard sanded and painted as well.

Effective 06/10/2024 the house manager will perform weekly inspections through [REDACTED] to maintain ongoing compliance with maintaining sanitary conditions. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 05/31/2024

Implemented [REDACTED] - 07/02/2024)

85b - Infestation

4. Requirements

2600.

85b - Infestation (continued)

85.b. There may be no evidence of infestation of insects or rodents in the home.

Description of Violation

Live bedbugs and evidence of bedbug infestation, including shells, feces and bloodstains, were observed throughout the home including in the bathroom adjacent to the kitchen, bedrooms [redacted] and [redacted]

Repeated Violation -- 2/8/24, 10/17/23

Plan of Correction

Accept [redacted] - 05/20/2024)

In response to the violation on [redacted] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on [redacted] by the Administrator to contact already contracted extermination company regarding start date of initial extermination services.

To enhance the currently compliant operations:

1. on [redacted] the Administrator will comply with all recommendations made by professional exterminators, with a completion date of [redacted]
2. on [redacted] the contracted exterminators will begin scheduled services for extermination as planned, with a completion date of [redacted]

The overall completion date is 07/01/2025.

Effective [redacted] the exterminators will perform monthly service maintenance through [redacted] to maintain ongoing compliance with ensuring there is no evidence of infestation of insects or rodents in the home. Any deficiencies will be corrected immediately, and findings will be documented and reported to the Administrator for further review and continuous improvement.

Licensee's Proposed Overall Completion Date: 07/01/2025

Implemented [redacted] - 07/02/2024)

141a 1-10 Medical Evaluation Information

5. Requirements

2600.

141.a. A resident shall have a medical evaluation by a physician, physician's assistant or certified registered nurse practitioner documented on a form specified by the Department, within 60 days prior to admission or within 30 days after admission. The evaluation must include the following:

1. A general physical examination by a physician, physician's assistant or nurse practitioner.
2. Medical diagnosis including physical or mental disabilities of the resident, if any.
3. Medical information pertinent to diagnosis and treatment in case of an emergency.
4. Special health or dietary needs of the resident.
5. Allergies.
6. Immunization history.
7. Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications.
8. Body positioning and movement stimulation for residents, if appropriate.
9. Health status.
10. Mobility assessment, updated annually or at the Department's request.

141a 1-10 Medical Evaluation Information (continued)

Description of Violation

Resident [redacted] medical evaluation, completed [redacted] does not include body positioning and movement.

Repeated Violation - 10/17/23

Plan of Correction

Accepted [redacted] - 05/28/2024)

In response to the violation on [redacted] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on [redacted] by the Administrator to audit resident files and document any files out of compliance. As well as contact provider to update document. Resident no longer resides in home to update medical evaluation.

To enhance the currently compliant operations, on [redacted] the Administrator will thoroughly review all portions of required state documentation upon receipt to ensure all parts are completed accurately, with a completion date of [redacted]

Effective [redacted] the Administrator will perform monthly audit through [redacted] to maintain ongoing compliance with ensuring each resident has a medical evaluation by a physician, physician's assistant or certified registered nurse practitioner documented on a form specified by the Department, within 60 days prior to admission or within 30 days after admission, and to ensure the evaluation includes a general physical examination by a physician, physician's assistant or nurse practitioner, medical diagnosis including physical or mental disabilities of the resident, if any, medical information pertinent to diagnosis and treatment in case of an emergency, special health or dietary needs of the resident, allergies, immunization history, medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications, body positioning and movement stimulation for residents, if appropriate, health status, and mobility assessment, updated annually or at the Department's request. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Proposed Overall Completion Date: 05/31/2024

Licensee's Proposed Overall Completion Date: 05/31/2024

Implemented [redacted] - 07/02/2024)

225c - Additional Assessment

6. Requirements

- 2600.
- 225.c. The resident shall have additional assessments as follows:
  1. Annually.

Description of Violation

Resident [redacted] current assessment was completed on [redacted]. However, the resident's previous assessment was completed on [redacted]

Plan of Correction

Accepted [redacted] - 05/28/2024)

In response to the violation on [redacted] by the Pennsylvania Bureau of Human Service Licensing, although resident no longer resides in home immediate action was taken on [redacted] by the Administrator to review all resident files to be sure all assessments are current and documented any findings.

*225c - Additional Assessment (continued)*

*To enhance the currently compliant operations, on [REDACTED] the Administrator will check monthly for upcoming assessments due to for annual update the upcoming month, with a completion date of [REDACTED]. Resident no longer resides in home to update medical evaluation.*

*Effective [REDACTED] the administrator will perform monthly reviews through [REDACTED] to maintain ongoing compliance with ensuring each resident has annual assessments completed within the state regulated time-frame from previous year's assessment. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.*

**Licensee's Proposed Overall Completion Date: 05/20/2024**

**Implemented [REDACTED] - 07/02/2024)**