

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

June 13, 2024

[REDACTED], ADMINISTRATOR
HEATHER GLEN SENIOR LIVING LLC
415 BLUE BARN ROAD
ALLENTOWN, PA, 18104

RE: HEATHER GLEN SENIOR LIVING
415 BLUE BARN ROAD
ALLENTOWN, PA, 18104
LICENSE/COC#: 22682

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 05/21/2024 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]
Human Services Licensing Supervisor

cc: Pennsylvania Bureau of Human Service Licensing

Facility Information

Name: HEATHER GLEN SENIOR LIVING License #: 22682 License Expiration: 01/29/2023
 Address: 415 BLUE BARN ROAD, ALLENTOWN, PA 18104
 County: LEHIGH Region: NORTHEAST

Administrator

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

Legal Entity

Name: HEATHER GLEN SENIOR LIVING LLC
 Address: [REDACTED]

Certificate(s) of Occupancy

Type: I-1 Date: 04/06/2017 Issued By: Upper Macungie Twp

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 122 Waking Staff: 92

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
 Reason: Complaint, Incident Exit Conference Date: 05/21/2024

Inspection Dates and Department Representative

05/21/2024 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: 120 Residents Served: 90

Secured Dementia Care Unit
 In Home: Yes Area: n/a Capacity: 48 Residents Served: 32

Hospice
 Current Residents: 5

Number of Residents Who:
 Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 90
 Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0
 Have Mobility Need: 32 Have Physical Disability: 0

Inspections / Reviews

05/21/2024 Partial
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 06/07/2024

06/07/2024 - POC Submission
 Submitted By: [REDACTED] Date Submitted: 06/12/2024
 Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 06/13/2024

Inspections / Reviews *(continued)*

06/13/2024 Document Submission

Submitted By: [REDACTED]

Date Submitted: 06/12/2024

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

Residents #1 and #2 reside in the home's secure dementia unit and both have diagnoses of [REDACTED]. On [REDACTED] resident #1 wandered into resident #2's room. Residents #1 and #2 then engaged in a verbal altercation and resident #2 grabbed resident #1's arms, causing bruising to resident #1's arms and a skin tear to their right arm.

Plan of Correction

Accept [REDACTED] - 06/07/2024)

In response to the violation on 05/21/2024 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken:

- 1. on [REDACTED] by the Medication Technician to separate the residents and both placed on 15-minute checks. First aid rendered by care staff. Memory Care Director contacted POAs of both residents. PCP was notified by the Director of Wellness and Ascend Hospice was contacted by Med Tech. Initial verbal report placed to Lehigh County Area Agency on Aging at 7:05 PM by Executive Director.

To enhance the currently compliant operations, on 04/03/2024 the Personal Care Aids will implement 15 minute checks on resident #1 and #2. The Personal Care Aids will monitor residents for aggressive behavior and report any behaviors to the Director of Wellness, with a completion date of 04/04/2024.

Licensee's Proposed Overall Completion Date: 06/04/2024

Implemented [REDACTED] - 06/13/2024)

234d - Support Plan Revision

2. Requirements

2600.

234.d. The support plan shall be revised at least annually and as the resident's condition changes.

Description of Violation

The support plan dated [REDACTED] for resident #2 was not updated to reflect the resident's aggressive behaviors towards residents.

Plan of Correction

Accept [REDACTED] - 06/07/2024)

In response to the violation on 05/21/2024 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 05/21/2024 by the Director of Wellness to update the care plan of resident #2 to reflect his aggressive behaviors towards residents.

To enhance the currently compliant operations, on 06/12/2024 the Director of Wellness will provide a training for all care staff on reporting behaviors and the implementation of a behavior log, with a completion date of 06/14/2024.

234d Support Plan Revision (continued)

Effective 06/28/2024 the Director of Wellness will perform monthly reviews of the behavior log through 08/30/2024 to maintain ongoing compliance with ensuring the support plans are updated to reflect changes in resident behaviors. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 08/30/2024

Implemented ([REDACTED] 06/13/2024)