

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

September 23, 2024

[REDACTED], REGIONAL
WYNDMOOR ASSISTED LIVING COMPANY LLC
551 EAST EVERGREEN AVENUE
WYNDMOOR, PA, 19038

RE: SPRINGFIELD SENIOR LIVING
COMMUNITY
551 EAST EVERGREEN AVENUE
WYNDMOOR, PA, 19038
LICENSE/COC#: 14484

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/20/2024 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: SPRINGFIELD SENIOR LIVING COMMUNITY License #: 14484 License Expiration: 05/12/2024
Address: 551 EAST EVERGREEN AVENUE, WYNDMOOR, PA 19038
County: MONTGOMERY Region: SOUTHEAST

Administrator

Name: Phone: Email:

Legal Entity

Name: WYNDMOOR ASSISTED LIVING COMPANY LLC
Address: 551 EAST EVERGREEN AVENUE, WYNDMOOR, PA, 19038
Phone:

Certificate(s) of Occupancy

Type: C-2 LP Date: 11/16/1987 Issued By: Commonwealth of PA L&I

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 62 Waking Staff: 47

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Monitoring Exit Conference Date: 06/20/2024

Inspection Dates and Department Representative

06/20/2024 - On-Site

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 103 Residents Served: 45

Special Care Unit

In Home: Yes Area: 3rd floor Capacity: 33 Residents Served: 9

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 45
Diagnosed with Mental Illness: 4 Diagnosed with Intellectual Disability: 0
Have Mobility Need: 17 Have Physical Disability: 11

Inspections / Reviews

06/20/2024 Partial

Lead Inspector: Follow-Up Type: POC Submission Follow-Up Date: 07/22/2024

07/23/2024 - POC Submission

Submitted By: Date Submitted: 09/20/2024
Reviewer: Follow-Up Type: Document Submission Follow-Up Date: 08/23/2024

Inspections / Reviews *(continued)*

09/18/2024 Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/20/2024

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 09/20/2024

09/23/2024 Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/20/2024

Reviewer: [REDACTED]

Follow Up Type: Not Required

23a ADL assistance

1. Requirements

2800.

23.a. A residence shall provide each resident with assistance with ADLs as indicated in the resident's assessment and support plan.

Description of Violation

The assessment and support plan, dated [REDACTED], for resident # 1, indicates the resident requires assistance with dressing, undressing and care of clothes. On [REDACTED], the resident did not receive assistance as required. Resident #1 was observed still dressed in pajamas [REDACTED]

Plan of Correction

Accept ([REDACTED] - 07/23/2024)

Resident #1 refuses assistance with getting dressed frequently. ASP updated on [REDACTED] to notify supervisor if resident refuses to get dressed times 3 (attached). By [REDACTED] the wellness team will be re-educated by nursing director to notify supervisor if a resident refuses care times 3. Beginning [REDACTED] nursing director and/or designee will randomly spot check 5 residents weekly to ensure residents are receiving ADL assistance per ASP.

Licensee's Proposed Overall Completion Date: 07/31/2024

Implemented ([REDACTED] - 09/23/2024)

24 Personal hygiene

2. Requirements

2800.

24. Personal Hygiene - A residence shall provide the resident with assistance with personal hygiene as indicated in the resident's assessment and support plan. Personal hygiene includes one or more of the following:

4. Dressing, undressing and care of clothes.

Description of Violation

The assessment and support plan, dated [REDACTED], for resident # 1, indicates the resident requires assistance with Personal Hygiene. On 06/20/26, the resident did not receive this assistance as required. On [REDACTED], a strong odor of urine was present near the bed in resident#1's room. Resident#1 was in bed, unable to communicate their needs.

Plan of Correction

Accept ([REDACTED] 07/23/2024)

Resident #1 refuses assistance with incontinent care frequently. ASP updated on [REDACTED] to notify supervisor if resident refuses care times 3 (attached). By [REDACTED], the wellness team will be re-educated by nursing director to notify supervisor if a resident refuses care times 3. Beginning 6/24/24, nursing director and/or designee will randomly spot check 5 residents weekly to ensure residents are receiving ADL assistance per ASP.

Licensee's Proposed Overall Completion Date: 07/31/2024

Implemented ([REDACTED] - 09/23/2024)

42c Dignity/Respect

3. Requirements

2800.

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

Description of Violation

Resident #2 reported to staff member A that the staff are rude, scream when asked for assistance, and raise their voices when spoken to. Resident #2 expressed that this behavior is common among all the care staff in the facility. Resident #2 requires assistance from staff with ADL's and IADL's and is hesitant to request help due to the staff's reactions.

42c Dignity/Respect (continued)

Resident #2 indicated that this type of treatment is consistent.

Plan of Correction

Accept () - 07/23/2024)

On (), administrator spoke with resident #2 to review () complaint. Administrator informed resident #2 to report this type of behavior to administrator immediately, as she could not remember date or time. Nursing Director will re educate wellness team on dignity and respect by 7/31/2024. Beginning 7/15/2024, the administrator will randomly speak with residents throughout workday to ensure they are being treated with dignity and respect. The Administrator will also add this to the monthly resident council meeting beginning August 2024.

Licensee's Proposed Overall Completion Date: 07/31/2024

Implemented () - 09/23/2024)

85a Sanitary conditions

4. Requirements

2800.
85.a. Sanitary conditions shall be maintained.

Description of Violation

On 06/20/24, at 2:45 pm, a strong odor of urine was present in resident #1's room.

Plan of Correction

Accept () - 07/23/2024)

Resident #1 refuses assistance with incontinent care frequently. ASP updated on () to notify supervisor if resident refuses care times 3 (attached). By (), the wellness team will be re educated by nursing director to notify supervisor if a resident refuses care times 3. The wellness team were re educated by nursing director on () to notify housekeeping if they noted sanitary conditions were not maintained in resident apartments (attached). Beginning (), the Administrator also completes monthly apartment rounds to ensure sanitary conditions are maintained (attached).

Licensee's Proposed Overall Completion Date: 07/31/2024

Implemented () - 09/23/2024)