

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

July 23, 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 07/02/2024 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: 06/13/2025
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: 159 Waking Staff: 119

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Incident Exit Conference Date: 07/02/2024

Inspection Dates and Department Representative

07/02/2024 - 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: 112), Secured Dementia Care Unit (In Home: Yes, Area: n/a, Capacity: 56, Residents Served: 47), Hospice (Current Residents: 17), and Number of Residents Who (Receive Supplemental Security Income: 0, Are 60 Years of Age or Older: 111, Diagnosed with Mental Illness: 3, Diagnosed with Intellectual Disability: 0, Have Mobility Need: 47, Have Physical Disability: 16).

Inspections / Reviews

Table with 2 columns: Date/Type and Details. Rows include 07/02/2024 - Partial (Lead Inspector: [Redacted], Follow-Up Type: POC Submission, Follow-Up Date: 07/20/2024) and 07/16/2024 - POC Submission (Submitted By: [Redacted], Date Submitted: 07/19/2024, Reviewer: [Redacted], Follow-Up Type: Document Submission, Follow-Up Date: 07/21/2024).

Inspections / Reviews *(continued)*

07/23/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 07/19/2024

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 [REDACTED] during 3rd shift staff person A entered resident [REDACTED] room and proceeded to check to see if the resident required a brief changing by pulling down the sheet and touching the resident's leg. Resident [REDACTED] reported being upset by the incident due to the fact that staff person A did not first address the resident and identify the reason staff person A was touching their leg.

**Plan of Correction****Accept [REDACTED] - 07/16/2024)**

*Immediate Corrective Actions: Staff person A was immediately removed from the schedule while an investigation was completed.*

*Additional Corrective Action: Upon completion of the investigation, staff member A returned to work on 6/28/24 and was re-trained by the resident care director on resident's dignity and respect. Staff member A was also trained by the resident care director on identifying himself to the resident and explaining the care that is being providing first.*

*Resident council is scheduled on 7/30/24. Residents will be reminded by the executive director on the right to be treated with dignity and respect and to immediately share any concerns that they have.*

*Ongoing Quality Assurance Actions: The resident care director will review the resident right that all residents should be treated with dignity and respect at the next caregiver staff meeting on 8/8/24.*

*Ongoing compliance will be reviewed at the quarterly quality assurance meeting on 7/17/24.*

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

**Implemented [REDACTED] 07/23/2024)**