

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

September 23, 2024

[REDACTED] CEO
QUALITY LIFE SERVICES-SUGAR CREEK, LLC
[REDACTED]

RE: QUALITY LIFE SERVICES-SUGAR
CREEK
109 PERSONAL CARE LANE
WORTHINGTON, PA, 16262
LICENSE/COC#: 45535

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 08/06/2024 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: *QUALITY LIFE SERVICES-SUGAR CREEK* License #: *45535* License Expiration: *05/08/2025*
 Address: *109 PERSONAL CARE LANE, WORTHINGTON, PA 16262*
 County: *ARMSTRONG* Region: *WESTERN*

Administrator

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

Legal Entity

Name: *QUALITY LIFE SERVICES-SUGAR CREEK, LLC*
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: *I-2* Date: *12/01/2003* Issued By: *Worthington Township*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *22* Waking Staff: *17*

Inspection Information

Type: *Full* Notice: *Unannounced* BHA Docket #:
 Reason: *Renewal* Exit Conference Date: *08/06/2024*

Inspection Dates and Department Representative

08/06/2024 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: *47* Residents Served: *18*

Secured Dementia Care Unit
 In Home: *No* Area: Capacity: Residents Served:

Hospice
 Current Residents: *0*

Number of Residents Who:
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *18*
 Diagnosed with Mental Illness: *3* Diagnosed with Intellectual Disability: *1*
 Have Mobility Need: *4* Have Physical Disability: *0*

Inspections / Reviews

08/06/2024 - Full
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *08/25/2024*

Inspections / Reviews (*continued*)

08/27/2024 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 09/04/2024

Reviewer: [REDACTED]

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

09/23/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/04/2024

Reviewer: [REDACTED]

Follow-Up Type: Not Required

185a - Implement Storage Procedures

1. Requirements

2600.

185.a. The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.

Description of Violation

Resident #1 is ordered blood glucose checks twice a day. On 7/20/24 at 4:29 p.m., a reading was documented on the resident's July 2024 medication administration record of 241; however, this reading was not on the resident's glucometer.

Plan of Correction

Accept ([REDACTED] - 08/27/2024)

During monthly glucometer audits on 6/18/2024, PC Administrator identified that Resident #1 glucometer required time and date to be reset, and 1 blood sugar reading was missing from the glucometer that was recorded on the MAR. Upon questioning the employee that had taken the missing blood sugar, [REDACTED] stated [REDACTED] noticed that the value did not store in the meter at the time of taking the blood sugar. The battery was replaced, and the date and time were reset on 6/18/2024.

In order to determine if the glucometer was malfunctioning or if this discrepancy was staff error, education was completed by PC Administrator to PC med techs on 6/18/2024 on monitoring the date/time, the procedure for resetting date/time, and instructions on how to check previous readings. PC med techs continued to use the glucometer.

During the monthly audits on 7/15/2024, there were no additional errors on the glucometer for incorrect date/time or missing blood sugar readings.

On 7/22/2024, PC med tech reported to PC Administrator that [REDACTED] noticed the date and time was again needing to be reset. Glucometer was reset on 7/22/2024, and resident's [REDACTED] was asked to purchase a new glucometer. Resident's [REDACTED] provided a new device on 8/1/2024, and PC med techs began using the new glucometer on the morning of 8/2/2024.

1. PC med techs began using a new glucometer for Resident #1 on 8/2/2024 due to previous meter malfunctioning. On 8/7/2024, PC Administrator conducted a glucometer audit of Resident #1 old and new glucometers from 7/15/2024 through 8/7/2024. It was identified that the date/time were wrong on 7/19/2024 and the documented reading on 7/20/2024 at 4:29 PM of 241 mg/dL was missing from the old meter. No errors were identified on the new meter. On 8/9/2024 PC Administrator interviewed the 2 med techs that were working on 7/20/2024 during the 6A-6P shift. Med techs provided written statements.
2. Education was provided by PC Administrator to PC med techs on 8/12/2024 regarding procedure for checking and documenting blood sugars and proper use of the glucometers. Documentation of the education will be kept.
3. PC Administrator completed audit from 7/15/2024 through 8/15/2024 of all glucometers at facility on 8/16/2024 to ensure staff compliance with use of devices. Any future discrepancies will be addressed with staff interviews and follow-up education.
4. Audits of all facility glucometers will be completed by the PC Administrator or designee 1 time per week for 2 weeks beginning 8/19/24 and continuing through 8/30/24, then 1 time every 2 weeks beginning 9/2/24 and continuing through 9/27/24, and then 1 time per calendar month beginning 10/15/2024 and continuing indefinitely to ensure proper use and functioning of glucometers. Any discrepancies will be investigated by PC Administrator or designee.

185a - Implement Storage Procedures (continued)

5. Results of the audit will be recorded and reviewed in monthly QAPI meeting.

Licensee's Proposed Overall Completion Date: 09/02/2024

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