

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

October 28, 2024

[REDACTED]  
KENDAL-CROSSLANDS COMMUNITIES, INC.  
[REDACTED]

RE: KENDAL AT LONGWOOD  
P.O. BOX 100, CUMBERLAND  
HOUSE  
KENNETT SQUARE, PA, 19348  
LICENSE/COC#: 18573

[REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 08/26/2024 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: KENDAL AT LONGWOOD License #: 18573 License Expiration: 10/01/2024  
 Address: P.O. BOX 100, CUMBERLAND HOUSE, KENNETT SQUARE, PA 19348  
 County: CHESTER Region: SOUTHEAST

**Administrator**

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

**Legal Entity**

Name: KENDAL-CROSSLANDS COMMUNITIES, INC.  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: C 2 LP Date: 06/17/1997 Issued By: L&I

**Staffing Hours**

Resident Support Staff: Total Daily Staff: 47 Waking Staff: 35

**Inspection Information**

Type: Partial Notice: Unannounced BHA Docket #:  
 Reason: Monitoring Exit Conference Date: 08/26/2024

**Inspection Dates and Department Representative**

08/26/2024 On Site [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: 54 Residents Served: 47

**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: 47  
 Diagnosed with Mental Illness: 1 Diagnosed with Intellectual Disability: 0  
 Have Mobility Need: 0 Have Physical Disability: 0

**Inspections / Reviews**

08/26/2024 - Partial  
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 09/14/2024

09/12/2024 - POC Submission  
 Submitted By: [REDACTED] Date Submitted: 09/26/2024  
 Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 09/17/2024

Inspections / Reviews *(continued)*

10/28/2024 - Document Submission

Submitted By [REDACTED]

Date Submitted: 09/26/2024

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

17 - Record Confidentiality

1. Requirements

2600.

17. Resident records shall be confidential, and, except in emergencies, may not be accessible to anyone other than the resident, the resident's designated person if any, staff persons for the purpose of providing services to the resident, agents of the Department and the long-term care ombudsman without the written consent of the resident, an individual holding the resident's power of attorney for health care or health care proxy or a resident's designated person, or if a court orders disclosure.

Description of Violation

On [REDACTED], the narcotics count book and two empty Blister packs with the resident's information were unlocked, unattended, and accessible on top of medication cart #2 in the hallway.

Plan of Correction

Accepted [REDACTED] - 09/12/2024)

An audit of the medication carts in use in our facility began on [REDACTED] to ensure that no resident information is left unattended or accessible at any time. This has been added to the Privacy Audit Checklist and will be conducted daily (for one month) by [REDACTED], LPN or [REDACTED] nurse designee. After one month, the audit will be completed weekly for 3 months by [REDACTED] LPN or [REDACTED] designee and then quarterly (until 9/1/2025) by [REDACTED], LPN or [REDACTED] designee. The updated Privacy Audit Checklist is attached.

Proposed Overall Completion Date: 09/10/2024

Licensee's Proposed Overall Completion Date: 09/10/2024

Implemented [REDACTED] - 10/28/2024)

54a - Direct Care Staff

2. Requirements

2600.

54.a. Direct care staff persons shall have the following qualifications:

- 1. Be 18 years of age or older, except as permitted in subsection (b).
- 2. Have a high school diploma, GED or active registry status on the Pennsylvania nurse aide registry.
- 3. Be free from a medical condition, including drug or alcohol addiction, that would limit direct care staff persons from providing necessary personal care services with reasonable skill and safety.

Description of Violation

Direct care staff person A, does not have a high school diploma, GED, or active registry status on the Pennsylvania nurse aide registry.

Plan of Correction

Accepted [REDACTED] - 09/12/2024)

Human Resources has added "Copy of High School Diploma, Personal Care non-licensed new hires only" to the Personnel File checklist utilized for new hires in Human Resources. That checklist is attached, as is the Record for the employee noted to be missing [REDACTED] High School transcript during the survey conducted on 8.26.24.

Proposed Overall Completion Date: 09/10/2024

Licensee's Proposed Overall Completion Date: 09/10/2024

Implemented [REDACTED] - 10/28/2024)

85d - Trash Receptacles

3. Requirements

2600.

85.d. Trash in kitchens and bathrooms shall be kept in covered trash receptacles that prevent the penetration of insects and rodents.

Description of Violation

On [REDACTED], there was a full, uncovered, unattended trash can in the main kitchen.

Plan of Correction

Accept [REDACTED] - 09/12/2024)

Culinary Services purchased extra trash can lids. These were received by 9/10/24.

All Cumberland Kitchen staff will be inserviced on the need to keep all trash cans covered at all times when not actively in use. This training will be completed by 9/13/24.

The Cumberland Dining Manager or designee will conduct spot checks daily (varying times) beginning on 9/11/24 and continuing indefinitely.

Proposed Overall Completion Date: 09/13/2024

Licensee's Proposed Overall Completion Date: 09/13/2024

Implemented [REDACTED] - 10/28/2024)

101r - Bedroom - shades/drapes/window covering

4. Requirements

2600.

101.r. There must be drapes, shades, curtains, blinds or shutters on the bedroom windows. Window coverings must be clean, in good repair, provide privacy and cover the entire window when drawn.

Description of Violation

The window in resident [REDACTED] bedroom does not have shades, blinds, or shutters.

Plan of Correction

Accept [REDACTED] - 09/12/2024)

Resident [REDACTED] did agree to have curtains installed on [REDACTED] window, although this resident asked that we share [REDACTED] strong preference to forego curtains or shades on this window given that it is on the second story and overlooks a wooded area only. However, a work order for the installation was initiated by [REDACTED], LPN but resident then contracted COVID and the work order was put on hold. This work order will be completed on or before 9/24/24 (resident's quarantine ends on 9/19/24).

Licensee's Proposed Overall Completion Date: 09/24/2024

Implemented [REDACTED] - 10/28/2024)

103i - Outdated Food

5. Requirements

2600.

103.i. Outdated or spoiled food or dented cans may not be used.

Description of Violation

There was a bag of potatoes fries, several plates of salad, and cookies in the main kitchen refrigerator, unlabeled and undated.

103i - Outdated Food (continued)

Repeat Violation: 11/21/22, et al.

**Plan of Correction**

Accept [REDACTED] - 09/12/2024)

It is the policy of Kendal Culinary that all food items be labeled and dated when opened/ prepared. All Cumberland Kitchen staff will be re-educated on this policy. This training will be completed by 9/13/24 and will be completed by the Cumberland Dining Supervisor or [REDACTED] designee.

The Cumberland Dining Supervisor will verify compliance with this policy by completing and maintaining the Food Storage Daily Monitoring Log. This is currently in effect as of 9/11/24 and will be maintained on a continuous, ongoing basis.

Proposed Overall Completion Date: 09/13/2024

Licensee's Proposed Overall Completion Date: 09/13/2024

Implemented [REDACTED] 10/28/2024)