

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

October 15, 2024

[REDACTED]  
EVERGREEN ELDER CARE INC  
[REDACTED]

RE: THE VILLA ST. ELIZABETH  
1201 MUSEUM ROAD  
READING, PA, 19611  
LICENSE/COC#: 20576

[REDACTED],  
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 08/29/2024 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: *THE VILLA ST ELIZABETH* License #: *20576* License Expiration: *11/18/2024*  
 Address: *1201 MUSEUM ROAD, READING, PA 19611*  
 County: *BERKS* Region: *NORTHEAST*

**Administrator**

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

**Legal Entity**

Name: *EVERGREEN ELDER CARE INC*  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *C 1* Date: *02/20/1992* Issued By: *DLI*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *45* Waking Staff: *34*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #: [REDACTED]  
 Reason: *Complaint* Exit Conference Date: *08/29/2024*

**Inspection Dates and Department Representative**

*08/29/2024 On Site* [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: *92* Residents Served: *45*

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

**Hospice**  
 Current Residents: *2*

**Number of Residents Who:**  
 Receive Supplemental Security Income: *4* Are 60 Years of Age or Older: *44*  
 Diagnosed with Mental Illness: *11* Diagnosed with Intellectual Disability: *4*  
 Have Mobility Need: *0* Have Physical Disability: *2*

**Inspections / Reviews**

**08/29/2024 - Partial**  
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *09/23/2024*

**09/26/2024 - POC Submission**  
 Submitted By: [REDACTED] Date Submitted: *10/06/2024*  
 Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *09/30/2024*

Inspections / Reviews *(continued)*

10/02/2024 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 10/06/2024

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 10/07/2024

10/15/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 10/06/2024

Reviewer: [REDACTED]

Follow-Up Type: Not Required

## 42s - Privacy

**1. Requirements**

2600.

42.s. A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures.

**Description of Violation**

On [REDACTED], lunch preparation and service were observed. During observation, staff member A, med tech, was observed checking resident's blood sugar level and administering insulin while residents sat at the lunch table with other residents seated at the same table. Spoke with staff member A, med tech, who reported the home routinely checks resident's [REDACTED] at the lunch and dining room table.

**Plan of Correction**

Accept [REDACTED] - 10/02/2024)

*Plan of Correction*

1. REGULATION 2600.42.s. is very important because it protects residents rights to privacy, including during medical procedures as noted above.
2. A violation may occur when a medical procedure is administered in the company of others.
3. The cause of this violation was conducting blood sugar checks and insulin applications before meals at the tables with others present.
4. To fix the violation right away, the Administrator covered / trained all med techs to administer medical procedures in the privacy of the resident's room and/or the privacy of the secured med room between the remaining and additional shifts on 8/29/2024 and 8/30/2024
5. To ensure on going compliance to Regulation 2600.42s, the Villa med techs will perform all medical procedures and treatments either in the privacy of the resident's room or the secured med room.
6. The Administrator, Wellness Director and Resident Care Manager will be directly responsible for the on going compliance to ensuring the privacy of the Villa residents.

**Licensee's Proposed Overall Completion Date: 09/26/2024**

Implemented [REDACTED] - 10/15/2024)

## 162c - Menus Posted

**2. Requirements**

2600.

162.c. Menus, stating the specific food being served at each meal, shall be prepared for 1 week in advance and shall be followed. Weekly menus shall be posted 1 week in advance in a conspicuous and public place in the home.

**Description of Violation**

The home had one week of menus posted from 8-26-24 go 9-1-24. However, the following week was not posted.

**Plan of Correction**

Accept [REDACTED] - 09/26/2024)

*Plan of Correction*

1. Regulation 2600.162c. is very important because having a menu that is prepared one week in advance and is followed is beneficial for residents so they can plan their meals in advance. For example, if a resident does not like a specific food item, the resident can arrange for in advance an alternate meal on the day that the food item is served.
2. A violation may occur when the following week's menu is not posted.
3. The cause of this violation was that the following week's menu had been posted in a timely manner, but a mansion resident took the posted menu back to her private room. The staff did not notice it missing for dietary to repost it.
4. To fix the violation right away, the Administrator had a copy of the following week's menu repost it immediately

**162c - Menus Posted (continued)**

while the surveyor was still at the Villa.

5. To ensure on-going compliance to Regulation 2600.162c, the Villa dietary manager will inspect the dining room menu posting sites daily. Additionally, the Villa has purchased enclosed sign holders to prevent a resident from taking them.

6. The Administrator, Resident Care Manager and Dietary Manager will be directly responsible for the on-going compliance ensuring two weeks of menus are always posted.

Licensee's Proposed Overall Completion Date: 09/23/2024

Implemented [REDACTED] - 10/15/2024)