

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

October 28, 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 09/04/2024 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

Staffing Hours

Resident Support Staff: 58 Total Daily Staff: 222 Waking Staff: 167

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Incident Exit Conference Date: 09/04/2024

Inspection Dates and Department Representative

09/04/2024 Off 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: 96), Secured Dementia Care Unit (In Home: Yes, Area: SDCU, Capacity: 68, Residents Served: 45), Hospice (Current Residents: 8), and Number of Residents Who (Receive Supplemental Security Income: 0, Are 60 Years of Age or Older: 96, Diagnosed with Mental Illness: 2, Diagnosed with Intellectual Disability: 0, Have Mobility Need: 68, Have Physical Disability: 4).

Inspections / Reviews

09/04/2024 - Partial
Lead Inspector: [Redacted] Follow-Up Type: POC Submission Follow-Up Date: 10/05/2024

10/15/2024 - POC Submission
Submitted By: [Redacted] Date Submitted: 10/16/2024
Reviewer: [Redacted] Follow-Up Type: Document Submission Follow-Up Date: 10/17/2024

Inspections / Reviews *(continued)*

10/28/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 10/16/2024

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

42b - Abuse

1. Requirements

2600.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

Description of Violation

On [REDACTED] Resident [REDACTED] yelled at resident [REDACTED] and proceeded to pin Resident [REDACTED] up against the wall after grabbing their arm. Resident [REDACTED] was frightened and anxious after this incident.

Plan of Correction**Accept [REDACTED] - 10/15/2024)**

Immediate Corrective Action: A staff member immediately intervened and separated the residents.

Additional Corrective Action: The residents are spouses with a history of a challenging relationship. The area agency on aging has been involved prior to their admission and continues to follow up with them. Upon move-in, a plan was established that the residents could visit each other in a specified common area, which remains in place. There were no issues prior to this event and no issues since. Both residents had an appointment with the geriatric psychiatrist who comes into the community on 7/18/24 and will continue to see the psychiatrist for follow up visits.

Ongoing Corrective Action: We will continue to work with the residents and their formal supports to handle this respectfully and with sensitivity. Visits will continue to be in the common area for staff to supervise.

Licensee's Proposed Overall Completion Date: 09/27/2024

Implemented [REDACTED] - 10/28/2024)