



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Sent via e-mail [REDACTED]
Sent via e-mail [REDACTED]
November 13, 2024

[REDACTED]
Administrator
Komfort Keepers Home Care, LLC
[REDACTED]
[REDACTED]

RE: Komfort Keepers Home Care, LLC
2517 North 24th Street
Philadelphia, Pennsylvania 19132
License #: 148191

Dear [REDACTED]:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing (Department) review on September 25, 2024 and November 12, 2024 of the above facility, we have determined that your submitted plan of correction for the September 11, 2024 inspection is not fully implemented. Correction of these violations in accordance with the specified plan of correction is required. Continued compliance must be maintained.

Sincerely,

[REDACTED]

Enclosure
Licensing Inspection Summary

**Department of Human Services
Bureau of Human Service Licensing
LICENSING INSPECTION SUMMARY**

Facility Information

Name: *KOMFORT KEEPERS HOME CARE* License #: *14819* License Expiration: *02/23/2025*
Address: *2517 NORTH 24TH STREET, PHILADELPHIA, PA 19132*
County: *PHILADELPHIA* Region: *SOUTHEAST*

Administrator

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

Legal Entity

Name: *KOMFORT KEEPERS HOME CARE LLC*
Address: [REDACTED]
Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: *R-4* Date: *05/21/2021* Issued By: *City of Philadelphia*

Staffing Hours

Resident Support Staff: Total Daily Staff: *8* Waking Staff: *6*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Fine* Exit Conference Date: *09/11/2024*

Inspection Dates and Department Representative

09/11/2024 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *8* Residents Served: *7*

Secured Dementia Care Unit

In Home: *No* Area: Capacity: Residents Served:

Hospice

Current Residents: *0*

Number of Residents Who:

Receive Supplemental Security Income: *7* Are 60 Years of Age or Older: *4*
Diagnosed with Mental Illness: *7* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *1* Have Physical Disability: *0*

Inspections / Reviews

09/11/2024 - Partial

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

11/12/2024 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 09/19/2024

Reviewer: [REDACTED]

Follow-Up Type: *Bypass Document Submission*

11/12/2024 - Bypass Document Submission

Submitted By: [REDACTED]

Date Submitted: 11/12/2024

Reviewer: [REDACTED]

Follow-Up Type: *Exception*

101j7 - Lighting/Operable Lamp

1. Requirements

2600.

101.j. Each resident shall have the following in the bedroom:

- 7. An operable lamp or other source of lighting that can be turned on at bedside.

Description of Violation

On 9/11/2024, resident #1's nearest source of light was 65 inches from the resident's bed.

Repeat violation: 1/25/24.

Plan of Correction

Accept () - 09/25/2024

In response to the violation on 09/11/2024 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 09/12/2024 by the Administrator. The lamp was placed next to resident #1 bedside. The resident is [redacted] and tends to move items around within [redacted] space. The Administrator conversed with the resident and emphasized the significance of having light by [redacted] bedside. Resident #1 was in full agreement and understands the logic and importance.

To enhance the currently compliant operations, on 09/18/2024 the Administrator will check resident rooms to ensure all lamps have proper placement. The Administrator took the initiative of placing a push button wall light beside [redacted] bed. In the event that resident #1 decides to move [redacted] lamp, lighting will still be within arms reach, with a completion date of 09/18/2024.

Effective 09/18/2024 the Administrator will perform Monthly inspections through 09/18/2025 to maintain ongoing compliance. The Administrator will ensure each resident has in their bedroom an operable lamp or other source of lighting that can be turned on at bedside. The Administrator will audit bedrooms monthly for compliance. The Administrator will also make aware how crucial the arrangement of lighting is to both staff and all residents. This rule will now be added and apart of Komfort Keepers home rules for any new incoming residents. A signature will be required to attest to keeping lamp beside the bedside at all times. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 09/18/2024

Bypass Document Submission

Not Implemented () - 11/12/2024

Update: 11/12/2024

There was no documentation submitted to demonstrate implementation of plan of correction.

132c - Fire Drill Records

2. Requirements

2600.

132.c. A written fire drill record must include the date, time, the amount of time it took for evacuation, the exit route used, the number of residents in the home at the time of the drill, the number of residents evacuated, the number of staff persons participating, problems encountered and whether the fire alarm or smoke detector was operative.

Description of Violation

The fire drill record for the drills conducted on 1/7/24, 2/3/24, 3/6/24, 4/4/24, 5/2/24, 6/7/24, 7/7/24, and 8/4/24 do not include the times (just AM or PM).

132c - Fire Drill Records (continued)

Plan of Correction

Accept (█) - 09/25/2024)

In response to the violation on 09/11/2024 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 09/18/2024 by the Administrator. A supervised fire drill was performed on 9/12/2024. The fire drill record reflects the time of day that the drill took place. The Administrator will ensure that the fire drill logs are completed with date, exact time, how long to evacuate, and how many residents were home when fire drill was completed.

To enhance the currently compliant operations, on 09/18/2024 the Administrator will keep compliance by completing fire drills in its entirety. All fire drills going forward will have the exact time of fire drill instead of am/pm, with a completion date of 09/18/2024.

Effective 09/18/2024 the Administrator will perform monthly audits through 09/18/2025 to maintain ongoing compliance. The Administrator will ensure each written fire drill record includes the date, time, the amount of time it took for evacuation, the exit route used, the number of residents in the home at the time of the drill, the number of residents evacuated, the number of staff persons participating, problems encountered and whether the fire alarm or smoke detector was operative. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 09/18/2024

Bypass Document Submission

Not Implemented (█) - 11/12/2024)

Update: 11/12/2024

There was no documentation submitted to demonstrate implementation of plan of correction.

132e - Fire Drill Sleeping Hours

3. Requirements

2600.

132.e. A fire drill shall be held during sleeping hours once every 6 months.

Description of Violation

The Department cannot determine whether a fire drill has been conducted during sleeping hours. The home's fire drill log lists the time of each drill simply as "AM" or "PM".

Repeat violation: 1/25/24.

Plan of Correction

Accept (█) - 09/25/2024)

In response to the violation on 09/11/2024 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 09/12/2024 by the Administrator. A fire drill was performed on 9/12/2024. The Administrator documented the exact time of the fire drill. Each month the Administrator will conduct two or more fire drills during sleeping hours and document the record accordingly.

To enhance the currently compliant operations, on 09/12/2024 the Administrator will monitor the fire drill logs on a monthly basis for accuracy and compliance, with a completion date of 09/18/2024.

132e - Fire Drill Sleeping Hours (continued)

Effective 9/18/2024 the Administrator will perform monthly reviews through 09/18/2025 to maintain ongoing compliance. The Administrator will conduct a fire drill during sleeping hours once every 6 months. Komfort Keepers PCH intends to keep compliance with the fire drill logs with the inclusion of the exact time and label it "am" or "pm" going forward and will conduct monthly review for accuracy. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 09/18/2024

Bypass Document Submission

Not Implemented ([redacted] - 11/12/2024)

Update: 11/12/2024

There was no documentation submitted to demonstrate implementation of plan of correction.

132g - Fire Drills Days/Times

4. Requirements

2600.

132.g. Fire drills shall be held on different days of the week, at different times of the day and night, not routinely held when additional staff persons are present and not routinely held at times when resident attendance is low.

Description of Violation

The home routinely holds fire drills within the first week of the month, as evidenced by the following drills: 1/7/24, 2/3/24, 3/6/24, 4/4/24, 5/2/24, 6/7/24, 7/7/24, and 8/4/24.

Plan of Correction

Accept ([redacted] - 09/25/2024)

In response to the violation on 09/11/2024 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 09/18/2024 by the Administrator. The administrator routinely conducts fire drills each month. Although the dates are not the same each month, I do recognize that they were being held within the 1st week of every month. The Administrator took immediate action on 9/18/2024 to alternate the days that the fire drill is conducted. This action will eliminate residents from expected fire drills the 1st week of each month. Effective 9/18/24, the Administrator will conduct a fire drill randomly each month.

To enhance the currently compliant operations, on 09/18/2024 the Administrator will conduct a monthly audit of the fire drill log. The Administrator will ensure the dates are being rotated each month, with a completion date of 09/18/2024.

Effective 09/18/2024 the Administrator will perform monthly reviews through 09/18/2025 to maintain ongoing compliance. The Administrator will ensure fire drills are held on different days of the week, at different times of the day and night, not routinely held when additional staff persons are present and not routinely held at times when resident attendance is low. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 09/18/2024

Bypass Document Submission

Not Implemented ([redacted] - 11/12/2024)

Update: 11/12/2024

There was no documentation submitted to demonstrate implementation of plan of correction.