

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

October 23, 2024

[REDACTED]
ABODE CARE OF MONROEVILLE LLC
[REDACTED]

RE: ABODE CARE OF MONROEVILLE
2560 STROSCHEIN ROAD
MONROEVILLE, PA, 15146
LICENSE/COC#: 45119

[REDACTED],
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 09/20/2024 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: ABODE CARE OF MONROEVILLE License #: 45119 License Expiration: 08/13/2024
 Address: 2560 STROSCHEIN ROAD, MONROEVILLE, PA 15146
 County: ALLEGHENY Region: WESTERN

Administrator

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

Legal Entity

Name: ABODE CARE OF MONROEVILLE LLC
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: 1 2 Date: 06/04/2012 Issued By: Municipality of Monroeville

Staffing Hours

Resident Support Staff: Total Daily Staff: 54 Waking Staff: 41

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
 Reason: Complaint, Incident Exit Conference Date: 09/20/2024

Inspection Dates and Department Representative

09/20/2024 On Site [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: 66 Residents Served: 36
 Secured Dementia Care Unit
 In Home: No Area: Capacity: Residents Served:
 Hospice
 Current Residents: 7
 Number of Residents Who:
 Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 36
 Diagnosed with Mental Illness: 2 Diagnosed with Intellectual Disability: 1
 Have Mobility Need: 18 Have Physical Disability: 2

Inspections / Reviews

09/20/2024 - Partial
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 10/03/2024

10/06/2024 - POC Submission
 Submitted By: [REDACTED] Date Submitted: 10/22/2024
 Reviewer: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 10/13/2024

Inspections / Reviews *(continued)*

10/15/2024 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 10/22/2024

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 10/22/2024

10/23/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 10/22/2024

Reviewer: [REDACTED]

Follow-Up Type: Not Required

25b - Contract Signatures

1. Requirements

2600.

25.b. The contract shall be signed by the administrator or a designee, the resident and the payer, if different from the resident, and cosigned by the resident's designated person if any, if the resident agrees.

Description of Violation

Resident [redacted] was admitted to the home on [redacted]. However, the resident-home agreement, dated 8/5/24, was not signed by resident [redacted]

Plan of Correction

Accept [redacted] - 10/15/2024)

1. Resident [redacted] no longer resided in the home during inspection to correct signature violation. Administrator told DHS multiple attempts were made by Administrator to get resident [redacted] to sign contract. Unforchantly POA refused to have resident [redacted] sign contract. A posted note was placed on contract with dates and times administrator tried to get resident to sgn contract. DHS representative educated administrator, should this situation happen again an addendum needs to be placed in resident agreement of refusal to sign contract and POA will take full responsibility of resident contract as they claim the resident is " not within sound mind".

2. Administrator reviewed all resident contracts on 9/21/2024 to esnure all residents have signed their contract. Administrator took advce from DHS representative and created an addendum for future residents should this situation of refusing to have resident sign their contract happen again. Addendum went into effect on 9/22/2024. Administrator was educated to write on contract dates, times and information regarding a refusal of contract every time an attempt has been made to sign contract.

3. Administrator will continue to check resident contracts quarterly to ensure there are signatures of the resident, POA/payee and administrator. Should a POA deny the resident of signing on their own contract Administrator will document on contract specific dates and times attempts have been made to sign. The addendum will take place of the resident signature or mark in the meantime but Administrator will continue to make the attempt for the resident to sign their contract and document all attpempts made.

Licensee's Proposed Overall Completion Date: 10/13/2024

Implemented [redacted] - 10/23/2024)

41e - Signed Statement

2. Requirements

2600.

41.e. A statement signed by the resident and, if applicable, the resident's designated person acknowledging receipt of a copy of the information specified in subsection (d), or documentation of efforts made to obtain signature, shall be kept in the resident's record.

Description of Violation

There was no signed statement in resident [redacted] resident record acknowledging the receipt of a copy of the resident's rights and complaint procedures.

Plan of Correction

Accept [redacted] - 10/15/2024)

1. Resident [redacted] no longer resided in the home during inspection to correct signature violation. Administrator told DHS multiple attempts were made by Administrator to get resident [redacted] to sign contract. Unforchantly POA refused to have resident [redacted] sign contract. A posted note was placed on contract with dates and times administrator tried to

41e - Signed Statement (continued)

get resident to sign contract. DHS representative educated administrator, should this situation happen again an addendum needs to be placed in resident agreement of refusal to sign contract and POA will take full responsibility of resident contract as they claim the resident is " not within sound mind".

2. Administrator reviewed all resident contracts on 9/21/2024 to ensure all residents have signed their contract. Administrator took advice from DHS representative and created an addendum for future residents should this situation of refusing to have resident sign their contract happen again. Addendum went into effect on 9/22/2024. Administrator was educated to write on contract dates, times and information regarding a refusal of contract every time an attempt has been made to sign contract.

3. Administrator will continue to check resident contracts quarterly to ensure there are signatures of the resident, POA/payee and administrator. Should a POA deny the resident of signing on their own contract Administrator will document on contract specific dates and times attempts have been made to sign. The addendum will take place of the resident signature or mark in the meantime but Administrator will continue to make the attempt for the resident to sign their contract and document all attempts made.

Licensee's Proposed Overall Completion Date: 10/13/2024

Implemented [redacted] - 10/23/2024)

42c Treatment of Residents

3. Requirements

2600.

42.c. A resident shall be treated with dignity and respect.

Description of Violation

On [redacted] at approximately 12:00 p.m., direct care staff person A engaged in a verbal dispute with resident [redacted] over the quality of incontinence care and a brief change that had been provided to the resident's spouse, resident [redacted]. Resident [redacted] reported that he called direct care staff person A a [redacted]," and the staff person responded, "[redacted]" and refused to provide future care to resident [redacted] and resident [redacted]. Resident [redacted] then sought help from direct care staff person B who witnessed direct care staff person A following resident [redacted] and yelling "[redacted]. [redacted]. [redacted] [redacted], and your [redacted] [redacted], that's why [redacted] was down there talking to you like a dog while I was changing [redacted]" and then walked away. Resident [redacted] stated these interactions "made me feel like a second-class citizen. I felt disrespected. [redacted] shouldn't be around old people; [redacted] doesn't have any compassion or empathy towards them."

Plan of Correction

Accept [redacted] - 10/15/2024)

1. Administrator immediately called into the facility to remove staff person A from direct care staff and place [redacted] in aundry. Administrator was notified by DON on 9/14/2024 around 12:00. Admin was about 40 minutes away. Admin arrived to the facility around 12:45 to investigate the allegation. Admin talked to both staff person A and resident [redacted] and [redacted]. Both parties agreed to their actions. Admin terminated staff person A on 9/14/2024 at 2:00pm. State reportable and act 13 to AAA was submitted on 9/14/2024 by admin at 4:30pm

2. 0 tolerance policy for resident abuse, neglect or anything in that category is still in effect as of August 2024. Staff meeting in place for October 17th 2024 along with ombudsman to be completed around 10/17/2024 (still TBD) to go over resident rights with both staff and residents. Resident council was completed on 9/23/2024, admin

42c - Treatment of Residents (continued)

reviewed resident rights. System still in place since 8/2024 to hold weekly meetings with at least 2 residents and 2 staff members. All documentation is placed in administrator office according to 2660.42c

3. Admin will continue to follow 0 tolerance policy implemented august 2024. Admin will continue to hold monthly all staff meetings regarding resident rights. Admin will continue to hold training with local ombudsman every October with staff and residents. Admin will continue to review resident rights with residents during monthly resident council meetings. Admin will continue to hold weekly management meetings to ensure team is aware. Admin will continue to hold quality management meetings to go over all incidents and complaints. Administrator will continue to hold weekly meetings with staff and residents. All documentation will be on file according to 2600.42C

Licensee's Proposed Overall Completion Date: 10/13/2024

Implemented [REDACTED] - 10/23/2024)

191 - Resident Right to Refuse**4. Requirements**

2600.

191. Resident Education - The home shall educate the resident of the right to question or refuse a medication if the resident believes there may be a medication error. Documentation of this resident education shall be kept.

Description of Violation

There was no documentation that resident [REDACTED] had been educated on the right to question or refuse a medication if the resident believes there may be a medication error.

REPEAT VIOLATION 11/28/23 et. al.

Plan of Correction

Accept [REDACTED] - 10/15/2024)

1. Resident [REDACTED] no longer resided in the home during inspection to correct signature violation. Administrator told DHS multiple attempts were made by Administrator to get resident [REDACTED] to sign contract. Unfortunately POA refused to have resident [REDACTED] sign contract. A posted note was placed on contract with dates and times administrator tried to get resident to sign contract. DHS representative educated administrator, should this situation happen again an addendum needs to be placed in resident agreement of refusal to sign contract and POA will take full responsibility of resident contract as they claim the resident is " not within sound mind".

2. Administrator reviewed all resident contracts on 9/21/2024 to ensure all residents have signed their contract. Administrator took advice from DHS representative and created an addendum for future residents should this situation of refusing to have resident sign their contract happen again. Addendum went into effect on 9/22/2024. Administrator was educated to write on contract dates, times and information regarding a refusal of contract every time an attempt has been made to sign contract.

3. Administrator will continue to check resident contracts quarterly to ensure there are signatures of the resident, POA/payee and administrator. Should a POA deny the resident of signing on their own contract Administrator will document on contract specific dates and times attempts have been made to sign. The addendum will take place of

191 - Resident Right to Refuse (continued)

the resident signature or mark in the meantime but Administrator will continue to make the attempt for the resident to sign their contract and document all attempts made.

Licensee's Proposed Overall Completion Date: 10/13/2024

Implemented [REDACTED] 10/23/2024)