

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

December 17, 2024

[REDACTED]  
WEST CHESTER PA SENIOR PROPERTY LLC

[REDACTED]  
Suite 300  
[REDACTED]

RE: MERRILL GARDENS AT WEST  
CHESTER  
1201 WARD AVENUE  
WEST CHESTER, PA, 19380  
LICENSE/COC#: 14912

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 10/07/2024, 10/16/2024 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:** MERRILL GARDENS AT WEST CHESTER      **License #:** 14912      **License Expiration:** 11/14/2024

**Address:** 1201 WARD AVENUE, WEST CHESTER, PA 19380

**County:** CHESTER      **Region:** SOUTHEAST

**Administrator**

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

**Legal Entity**

**Name:** WEST CHESTER PA SENIOR PROPERTY LLC

**Address:** [REDACTED]

**Phone:** [REDACTED]      **Email:** [REDACTED]

**Certificate(s) of Occupancy**

**Type:** I-2      **Date:** 11/21/2017      **Issued By:** West Goshen Township

**Staffing Hours**

**Resident Support Staff:**      **Total Daily Staff:** 120      **Waking Staff:** 90

**Inspection Information**

**Type:** Partial      **Notice:** Unannounced      **BHA Docket #:**

**Reason:** Complaint, Incident      **Exit Conference Date:** 10/07/2024

**Inspection Dates and Department Representative**

10/07/2024 - On-Site: [REDACTED]

10/16/2024 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

**License Capacity:** 94      **Residents Served:** 84

**Secured Dementia Care Unit**

**In Home:** Yes      **Area:** Garden House      **Capacity:** 23      **Residents Served:** 20

**Hospice**

**Current Residents:** 7

**Number of Residents Who:**

**Receive Supplemental Security Income:** 0      **Are 60 Years of Age or Older:** 84

**Diagnosed with Mental Illness:** 0      **Diagnosed with Intellectual Disability:** 0

**Have Mobility Need:** 36      **Have Physical Disability:** 1

**Inspections / Reviews**

10/07/2024 Partial

**Lead Inspector:** [REDACTED]      **Follow-Up Type:** POC Submission      **Follow-Up Date:** 11/02/2024

11/05/2024 - POC Submission

**Submitted By:** [REDACTED]      **Date Submitted:** 12/03/2024

**Reviewer:** [REDACTED]      **Follow-Up Type:** Document Submission      **Follow-Up Date:** 12/03/2024

Inspections / Reviews *(continued)*

12/17/2024 Document Submission

Submitted By: [REDACTED]

Date Submitted: 12/03/2024

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

Residents [redacted] and [redacted] both have diagnoses of dementia and were living in adjacent apartments in Garden House, the home's secure [redacted] care unit, on [redacted]. At approximately 4:30 am, resident [redacted] entered resident [redacted] apartment while resident [redacted] was asleep in bed. Resident [redacted] touched resident [redacted] chest and ran their fingers down [redacted] body and between [redacted] legs. Resident [redacted] shouted "Help!" and fled the room wearing a robe, pursued by resident [redacted] who was undressed below the waist. Staff person A encountered both residents in the hall. Resident [redacted] demonstrated to staff person A how resident [redacted] touched them. Resident [redacted] suffered distress from the incident, including loss of sleep, repeating the course of events to family members, and appearing visibly uncomfortable in the presence of an agent of the Department who was the opposite sex. Resident [redacted] moved out of the home on [redacted] as a result of the trauma from the incident.

Plan of Correction

Accept [redacted] 11/05/2024)

42B – Immediately after event, Resident Care Director completed an audit of supervision levels for both resident [redacted] and resident [redacted] to confirm accuracy and to ensure safety. Support plans of Resident [redacted] and Resident [redacted] updated as well as supervision level changes for Resident [redacted], to reflect new status. Audits of supervision requirements to be completed bi-weekly by Resident Care Director/Designee for three months to ensure accurate reflection of resident status beginning immediately.

Licensee's Proposed Overall Completion Date: 11/01/2024

Implemented [redacted] - 12/17/2024)

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 persons A and B each do not have a high school diploma, GED, or active registry status on the Pennsylvania nurse aide registry.

Plan of Correction

Accept [redacted] 11/05/2024)

54a- A was waiver submitted to DHS on [redacted] and is in pending status. Employee A is on administrative leave until waiver decision is received. An audit of all employee files will be conducted for accuracy by Business Office Director/Designee and completed by [redacted]. New hires moving forward to be screened for qualifying accuracy by Business office director/designee prior to starting position. We began using new "new employee checklist" as of [redacted]

54a Direct Care Staff (continued)

Licensee's Proposed Overall Completion Date: 11/01/2024

Implemented [REDACTED] - 12/17/2024)

62 - Contact List

3. Requirements

2600.

62. List of Staff Persons - The administrator shall maintain a current list of the names, addresses and telephone numbers of staff persons including substitute personnel and volunteers.

Description of Violation

The home's staff list does not include employees of healthcare agencies, including staff persons B, C, D, and E, who are working in the home caring for resident [REDACTED].

Plan of Correction

Accept [REDACTED] - 11/05/2024)

62 Outside agency list compiled and updated by Garden House Director and completed on [REDACTED] Resident Care Director or Designee will update staff list with outside providers contact information and will review weekly for accuracy, starting immediately and for the next three months. Angel Companions refused to provide phone numbers of employees stating it is against their policy.

Licensee's Proposed Overall Completion Date: 11/01/2024

Implemented [REDACTED] - 12/17/2024)

227g -Support Plan Signatures

4. Requirements

2600.

227.g. Individuals who participate in the development of the support plan shall sign and date the support plan.

Description of Violation

Resident [REDACTED] participated in the development of [REDACTED] support plan on [REDACTED] However, the resident did not sign the support plan.

Resident [REDACTED] participated in the development of [REDACTED] support plan on [REDACTED] However, the resident did not sign the support plan.

Plan of Correction

Accept [REDACTED] 11/05/2024)

227g All Garden House support plans were audited by the Resident Care Director on [REDACTED] and all Personal Care support plans were audited by the Resident Care Director on [REDACTED], ensuring that signatures by Responsible Party and resident representatives are in compliance. Both support plans for resident [REDACTED] & [REDACTED] have been updated reflecting refusals of signatures. Support plans to be audited by RCD or designee bi weekly for three months to ensure compliance.

Licensee's Proposed Overall Completion Date: 11/01/2024

Implemented [REDACTED] 12/17/2024)