

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

January 6, 2025

[REDACTED]
MSA PLYMOUTH MEETING OPERATING, LLC
[REDACTED]
[REDACTED]

RE: THE PINNACLE AT PLYMOUTH
MEETING
215 PLYMOUTH ROAD
PLYMOUTH MEETING, PA, 19462
LICENSE/COC#: 15023

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 10/16/2024, 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: THE PINNACLE AT PLYMOUTH MEETING License #: 15023 License Expiration: 01/16/2025
 Address: 215 PLYMOUTH ROAD, PLYMOUTH MEETING, PA 19462
 County: MONTGOMERY Region: SOUTHEAST

Administrator

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

Legal Entity

Name: MSA PLYMOUTH MEETING OPERATING, LLC
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: 1 2 Date: 07/02/2020 Issued By: Plymouth Township

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 114 Waking Staff: 86

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
 Reason: Complaint, Incident Exit Conference Date: 10/16/2024

Inspection Dates and Department Representative

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

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: 138 Residents Served: 68

Secured Dementia Care Unit
 In Home: Yes Area: MEMORY CARE Capacity: 19 Residents Served: 17

Hospice
 Current Residents: 4

Number of Residents Who:
 Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 1
 Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0
 Have Mobility Need: 46 Have Physical Disability: 0

Inspections / Reviews

10/16/2024 - Partial
 Lead Inspector: [REDACTED] Follow Up Type: POC Submission Follow Up Date: 11/18/2024

Inspections / Reviews (*continued*)

11/21/2024 POC Submission

Submitted By: [REDACTED]

Date Submitted: 01/03/2025

Reviewer: [REDACTED]

Follow Up Type: POC Submission

Follow Up Date: 11/26/2024

12/03/2024 POC Submission

Submitted By: [REDACTED]

Date Submitted: 01/03/2025

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 01/03/2025

01/06/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 01/03/2025

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

Between [REDACTED] and [REDACTED], Resident [REDACTED] reported they went to the bank with a friend who lives in the home and took out [REDACTED] from the automatic teller machine. After their outing, the resident had around [REDACTED] remaining that was kept in a purse which is kept on a chair in his/her bedroom. During the next week, the resident went to the hair stylist located in the home and stated that when they returned to the room to get money, from their purse on the chair in the bedroom, to tip the stylist and saw there was no money in the purse.

The home provides a drawer in each resident room to safeguard resident property and possessions, however the resident was unaware of the drawer and did not possess keys to the drawer.

Plan of Correction

Directed [REDACTED] - 12/03/2024)

42b- Resident [REDACTED] was provided a key for [REDACTED] locked drawer on [REDACTED] Education on 55. Pa code 2600.42b to be provided by executive director or designee to all staff by [REDACTED]. FM or designee will audit all new resident apartments for locked drawer and keys starting immediately and continuing for the next 90 days. All residents that self-medicate will receive a lock box and a key to the locked drawer. All residents will receive a key to the locked drawer. Each resident will be educated on how to use the locked drawer and or lock box

Proposed Overall Completion Date: 12/31/2024

In addition to the above, within 15 days of the receipt of the acceptable plan of correction, the administrator shall educate all residents on the home's available methods to secure resident property and possessions, including how to request lock boxes and keys, and a method to report to the home the inability to utilize these systems. The administrator shall provide continued education and support to residents that request assistance with safeguarding a resident's money and property, in accordance with 2600.42(x).

Directed Completion Date: 12/31/2024

Implemented [REDACTED] - 01/06/2025)

42c - Treatment of Residents

2. Requirements

2600.

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

Description of Violation

On [REDACTED], resident [REDACTED] reported that agency staff person A entered their room with a hostile demeanor. Resident [REDACTED] stated staff person A requested to know what they could do for themselves. Resident [REDACTED] told staff person A, assistance was needed for mobility and medical issues. Resident [REDACTED] requested that staff person A provide a roll of toilet paper. Staff person A, responded with, " You can get that yourself."

On [REDACTED] resident [REDACTED] entered the elevator with another agency staff. Resident [REDACTED] reported that staff person A, stated "This one is talking about me." The resident was present and noted a feeling of discomfort and stated, " Are you

42c Treatment of Residents (continued)

talking about me?"

Staff person A replied "I'm talking to [REDACTED], not you." Resident [REDACTED] reports feeling uncomfortable and intimidated by staff person A.

Plan of Correction

Directed ([REDACTED] - 12/03/2024)

42c AED contacted agency and placed a "not able to return" on agency staff profile. Ombudsman has been contacted to train all staff on residents' rights and dignity at next all staff townhall on [REDACTED]. Have not received confirmation from ombudsman, will update when confirmation is received. Education on 55. Pa code 2600.42c will be provided at the time of hire/first shift to all new staff/contracted personnel. The Wellness Director or designee will observe 5 care givers weekly during care to ensure that resident rights are being upheld X 6 weeks.

Proposed Overall Completion Date: 01/10/2025

Directed Plan of Correction:

In addition to the above plan, within 30 days of the receipt of the acceptable plan of correction, the administrator shall ensure that training on resident rights shall be provided to all staff from a department approved outside training source. Documentation of education shall be provided to the department.

Directed Completion Date: 01/03/2025

Implemented ([REDACTED] - 01/06/2025)

54a - Direct Care Staff

3. Requirements

2600.

54.a. Direct care staff persons shall have the following qualifications:

- 2. Have a high school diploma, GED or active registry status on the Pennsylvania nurse aide registry.

Description of Violation

Direct care staff person B does not have a high school diploma, GED, or active registry status on the Pennsylvania nurse aide registry.

Plan of Correction

Accept ([REDACTED] - 11/21/2024)

Direct care staff person B removed from schedule until high school diploma provided ([REDACTED]) in accordance with 55 Pa. Code 2600.54a. RDO provided training on 55 Pa. code 2600.54a to executive director on 10/17/2024. Executive director/designee to provide training to BOM on direct care persons qualifications by 11/18/2024. BOM to complete an audit of all direct care staff files to ensure compliance. by 12/31/2024. BOM will conduct monthly audit of all new direct care staff files for regulatory compliance starting 11/18/2024 and continue for next 90 days. Executive director will review audits weekly.

Licensee's Proposed Overall Completion Date: 02/18/2025

Implemented ([REDACTED] - 01/06/2025)

65a - FS Orientation 1st Day

4. Requirements

2600.

65.a. Prior to or during the first work day, all direct care staff persons including ancillary staff persons, substitute personnel and volunteers shall have an orientation in general fire safety and emergency preparedness that includes the following:

Description of Violation

Staff person A, whose first day of work was 10-8-24, did not receive orientation on the following topics:

- Evacuation procedures
- Staff duties and responsibilities during fire drills, as well as during emergency evacuation, transportation and at location if applicable
- The designated meeting place outside the building or within the fire-safe area in the event of an actual fire.
- Smoking safety procedures, the home's smoking and location of smoking areas, if applicable
- The location and use of fire extinguishers
- smoke detectors and fire alarms
- Telephone use and notification of emergency services

Plan of Correction

Accept (████) - 11/21/2024)

Staff member A (agency staff) is no longer allowed in the community. Executive Director provided education on 1st day orientation topics and 55 Pa. Code 2600.65a to all management staff on 11/18/2024. Bom will ensure all contracted staff is provided with fire training during first shift worked. BOM will audit all new staff files weekly x6 to ensure compliance with 55 Pa. Code 2600.65a beginning 11/18/2024. Executive director/designee will review audits weekly.

Licensee's Proposed Overall Completion Date: 12/30/2024

Implemented (████) - 01/06/2025)

65d - Initial Direct Care Training

5. Requirements

2600.

65.d. Direct care staff persons hired after April 24, 2006, may not provide unsupervised ADL services until completion of the following:

2. Successful completion and passing the Department-approved direct care training course and passing of the competency test.

Description of Violation

Direct care staff person B, hired on ██████, began providing unsupervised ADL services on ██████. However, the staff person did not complete and pass the Department-approved direct care training course and pass the competency test.

Plan of Correction

Accept (████) - 11/21/2024)

Staff person B removed from the schedule on ██████ PA DHS approved direct care training course completed and competency exam passed ██████. Executive director provided training on 55 Pa. code 2600.65d to all management on 11/04/2024. BOM to complete an audit of all current direct care staff files to ensure compliance by 12/31/2024. BOM will complete monthly audits of all new direct care staff fills starting 11/18/2024 for next 90 days. Executive director/designee will review monthly audits at leadership meeting.

Licensee's Proposed Overall Completion Date: 02/18/2025

Implemented (████) - 01/06/2025)

181f - Record of Medication

6. Requirements

2600.

181.f. The resident’s record shall include a current list of prescription, CAM and OTC medications for each resident who is self-administering his medication.

Description of Violation

On [redacted] resident [redacted] medication list did not include a current list of medications. The list in the resident's record did not list the following medications:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

Plan of Correction

Accept [redacted] - 12/03/2024)

181f- Resident [redacted] medication list updated [redacted]. Wellness director/designee will audit all med lists of residents that self-medicate by [redacted] Wellness director/ designee will perform weekly audits on all self-medicating residents to ensure medications on their list match the medications in their apartments until [redacted] Nursing department will be educated by the wellness director on 55 Pa. code 2600. 181f by 12/06/2024. All self-medicating residents will be reeducated on the medication policy by Wellness Director or designee by 12/06/2024. Executive director will review audits weekly.

Proposed Overall Completion Date: 12/31/2024

Licensee's Proposed Overall Completion Date: 12/31/2024

Implemented ([redacted] - 01/06/2025)