

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

November 25, 2024

[REDACTED]
HEATHER GLEN SENIOR LIVING LLC
[REDACTED]
[REDACTED]

RE: HEATHER GLEN SENIOR LIVING
415 BLUE BARN ROAD
ALLENTOWN, PA, 18104
LICENSE/COC#: 22682

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 10/22/2024 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: HEATHER GLEN SENIOR LIVING License #: 22682 License Expiration: 01/29/2023
 Address: 415 BLUE BARN ROAD, ALLENTOWN, PA 18104
 County: LEHIGH Region: NORTHEAST

Administrator

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

Legal Entity

Name: HEATHER GLEN SENIOR LIVING LLC
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: I-1 Date: 04/06/2017 Issued By: Upper Macungie

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 136 Waking Staff: 102

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
 Reason: Complaint Exit Conference Date: 10/22/2024

Inspection Dates and Department Representative

10/22/2024 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: 120 Residents Served: 96

Secured Dementia Care Unit
 In Home: Yes Area: n/a Capacity: 48 Residents Served: 39

Hospice
 Current Residents: 20

Number of Residents Who:
 Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 96
 Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0
 Have Mobility Need: 40 Have Physical Disability: 0

Inspections / Reviews

10/22/2024 Partial
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 11/23/2024

11/22/2024 - POC Submission
 Submitted By: [REDACTED] Date Submitted: 11/25/2024
 Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 11/27/2024

Inspections / Reviews *(continued)*

11/25/2024 Document Submission

Submitted By: [REDACTED]

Date Submitted: 11/25/2024

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

42s - Privacy

1. Requirements

2600.

42.s. A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures.

Description of Violation

Resident [REDACTED] family had a camera installed next to the television in the resident's room to monitor the resident's care. It was determined through record review and information received from a complainant that the camera installed in the resident's room was recording audio as well as video of the resident's room.

Plan of Correction

Accept [REDACTED] - 11/22/2024)

In response to the violation on 10/22/2024 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 10/22/2024 by the Director of Wellness and Executive Director to contact the Resident's POA to inform him that audio recording is prohibited and must cease immediately. This resident moved out of the community on 10/31/2024.

To enhance the currently compliant operations, on 11/21/2024 the Executive Director or designee will send [REDACTED] [REDACTED] Audio and Video Monitoring Policy to all resident POA or responsible party with a sign and return date of 12/18/2024.

Effective immediately, the Executive Director will ensure that [REDACTED] Audio and Video Monitoring Policy is part of the home's contract, therefore reviewed and signed on admission. This will maintain ongoing compliance with providing residents the right to privacy of self and possessions and to provide privacy to each resident during bathing, dressing, changing and medical procedures.

Licensee's Proposed Overall Completion Date: 12/18/2024

Implemented [REDACTED] - 11/25/2024)