

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

March 18, 2025

[REDACTED]
STERLING HOUSE LLC
[REDACTED]

RE: STERLING HOUSE
432 EAST TULPEHOCKEN STREET
PHILADELPHIA, PA, 19144
LICENSE/COC#: 14292

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 11/20/2024 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: *STERLING HOUSE* License #: *14292* License Expiration: *03/09/2025*
 Address: *432 EAST TULPEHOCKEN STREET, PHILADELPHIA, PA 19144*
 County: *PHILADELPHIA* Region: *SOUTHEAST*

Administrator

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

Legal Entity

Name: *STERLING HOUSE LLC*
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: *R-3* Date: *12/16/2016* Issued By: *L&I*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *7* Waking Staff: *5*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
 Reason: *Provisional, Monitoring* Exit Conference Date: *11/20/2024*

Inspection Dates and Department Representative

11/20/2024 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: *10* Residents Served: *6*

Secured Dementia Care Unit
 In Home: *No* Area: Capacity: Residents Served:

Hospice
 Current Residents: *0*

Number of Residents Who:
 Receive Supplemental Security Income: *6* Are 60 Years of Age or Older: *3*
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *2*
 Have Mobility Need: *1* Have Physical Disability: *0*

Inspections / Reviews

11/20/2024 Partial
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *12/16/2024*

12/19/2024 - POC Submission
 Submitted By: [REDACTED] Date Submitted: *03/05/2025*
 Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *12/22/2024*

Inspections / Reviews *(continued)*

01/09/2025 POC Submission

Submitted By: [REDACTED]

Date Submitted: 03/05/2025

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 01/23/2025

03/18/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 03/05/2025

Reviewer: [REDACTED]

Follow Up Type: Not Required

132g - Fire Drills Days/Times

1. 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 in the beginning of the month as evidenced by the following drills:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Plan of Correction

Accept [Redacted] 12/19/2024)

On December 4, 2024, the administrator provided an updated fire drill policy and procedures. The new policy clarifies the requirements under PA Code 2600.132: Fire Drills, and includes clear instructions for staff on conducting fire drills. Please see attachment.

To ensure compliance with the updated policy and procedures, the administrator will conduct monthly reviews of the fire drill log for six months starting in December. These reviews will verify that staff are following the new guidelines and address any issues, including ensuring that fire drills are no longer routinely conducted at the beginning of the month.

Licensee's Proposed Overall Completion Date: 12/14/2024

Implemented [Redacted] - 03/18/2025)

187b - Date/Time of Medication Admin.

2. Requirements

2600.

187.b. The information in subsection (a)(13) and (14) shall be recorded at the time the medication is administered.

Description of Violation

On [Redacted] at 11:20am, the medication administration record for Resident [Redacted] was reviewed. Resident [Redacted] is prescribed [Redacted] - take one tablet by mouth every 12 hours for hypertension; however, the medication was already initialed as given for Resident [Redacted] 7pm dose when it had not yet been administered to the resident.

187b Date/Time of Medication Admin. (continued)

Plan of Correction

Accept [redacted] - 12/19/2024)

On December 4, 2024, staff received formal training on Lesson 8 and Lesson 9 of the Medication Administration Course, focusing on Documentation and Medication Errors. This training was necessary due to a recent documentation error caused by staff not adhering to the "5 Rights of Medication Administration." Please see attachment.

To address this issue, the administrator implemented changes to the Medication Administration Record (MAR) beginning December 1, 2024. These changes include visual enhancements to clearly distinguish AM and PM medications, making them easier to identify. Please see attachment.

To ensure ongoing compliance, the administrator will:

Monitor and review the MAR 2-3 times per week on a continuous basis.

Require staff to review the MAR thoroughly after each round of medication administration and documentation to minimize the risk of repeated documentation errors.

These measures aim to improve medication administration accuracy and prevent future errors.

Licensee's Proposed Overall Completion Date: 12/14/2024

Implemented [redacted] - 03/18/2025)

187c - Refusal of Medication

3. Requirements

2600.

187.c. If a resident refuses to take a prescribed medication, the refusal shall be documented in the resident's record and on the medication record. The refusal shall be reported to the prescriber within 24 hours, unless otherwise instructed by the prescriber. Subsequent refusals to take a prescribed medication shall be reported as required by the prescriber.

Description of Violation

Resident [redacted] refused their scheduled doses of the following medications on the following dates:

- [redacted] tab take one tablet by mouth every morning before meal for GERD: refused [redacted] through [redacted]
- [redacted] tab take one tablet by mouth at bedtime for cholesterol to prevent [redacted] and [redacted]: refused [redacted] and [redacted]
- [redacted] cap take two capsules by mouth at bedtime for sleep: [redacted] through [redacted]
- [redacted] cap take one capsule by mouth once daily for urination/enlarged prostate (take 30 mins after the same mealtime each day): [redacted] through [redacted]
- [redacted] tab take one tablet by mouth once daily for [redacted]: [redacted]

The home could not provide documentation that Resident [redacted] medical provider was notified of the above refusals.

187c - Refusal of Medication (continued)

Plan of Correction

Accept [redacted] - 01/09/2025)

Following the violation, we contacted the VA nurse case manager for our clients to obtain documentation acknowledging the medication refusals for Resident [redacted]. Please see the attached documentation. On [redacted], I received confirmation that the document was sent to the doctor for review. Please see the attached confirmation

Update 12/27/24:

I received confirmation that Dr. signed the acknowledgment document on 12/26/24, indicating that the doctor is aware of the medications being refused. As a result, the doctor does not need to be contacted for each individual incident of refusal.

On 12/27, we conducted an in-service training to review the updated medication refusal policy, Pennsylvania Code 2600.187, medication records, and Dr.'s acknowledgment document. Please see the attachments.

I currently review the Medication Administration Record (MAR) 4-5 times per week and will be paying closer attention to trending refusals. An audit of the MARs was completed on 12/04/24, during which we obtained documentation from the doctor for two additional residents who are also refusing medications.

We are documenting all refusals in the MAR and discussing these cases with case managers and social workers. The case managers, who accompany residents to appointments, share this information with the doctors. We provide doctors with a list of refused medications, and they acknowledge receipt and awareness.

We will continue to observe residents with repeated refusals for any changes in behavior or health and report these immediately to the doctor and case managers.

Licensee's Proposed Overall Completion Date: 12/27/2024

Implemented [redacted] - 03/18/2025)

227d - Support Plan Medical/Dental

4. Requirements

2600.

227.d. Each home shall document in the resident's support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident's physician, physician's assistant or certified registered nurse practitioner, determine the necessity of these services. This requirement does not require a home to pay for the cost of these medical and behavioral care services.

Description of Violation

The assessment for Resident [redacted] dated [redacted] does not indicate if the resident has the following sensory needs: hearing; communication; olfactory (smell), nor does it indicate how those needs will be met.

The assessment for Resident [redacted], dated [redacted] does not indicate the degree of assistance needed for doing laundry or managing finances, nor does it indicate how those needs will be met.

Plan of Correction

Accept [redacted] 12/19/2024)

The RASP for resident [redacted] and [redacted] were recently re-completed on [redacted] and [redacted]. All missing information was completed. Please see attachment of RASP for resident [redacted] & [redacted]

227d - Support Plan Medical/Dental (continued)

The administrator reviewed the other 4 residents RASP's for any missing information. To date all 6 of our resident RASP has no missing information. Administrator will continue to check the RASP's quarterly for missing information.

Licensee's Proposed Overall Completion Date: 12/14/2024

Implemented [REDACTED] - 03/18/2025)