

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

February 20, 2025

[REDACTED]
CATHOLIC SOCIAL SERVICES
[REDACTED]

RE: WOMEN OF HOPE
251 NORTH LAWRENCE STREET
PHILADELPHIA, PA, 19106
LICENSE/COC#: 17594

[REDACTED],
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 12/30/2024, 01/06/2025, 01/09/2025 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: WOMEN OF HOPE License #: 17594 License Expiration: 02/05/2025
Address: 251 NORTH LAWRENCE STREET, PHILADELPHIA, PA 19106
County: PHILADELPHIA Region: SOUTHEAST

Administrator

Name: [Redacted] Phone: [Redacted] Email: [Redacted]

Legal Entity

Name: CATHOLIC SOCIAL SERVICES
Address: [Redacted]
Phone: [Redacted] Email: [Redacted]

Certificate(s) of Occupancy

Type: Other Date: 08/01/1998 Issued By: City of Philadelphia

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 20 Waking Staff: 15

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Incident Exit Conference Date: 12/30/2024

Inspection Dates and Department Representative

12/30/2024 - On-Site: [Redacted]
01/06/2025 - Off-Site: [Redacted]
01/09/2025 - Off-Site: [Redacted]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 24 Residents Served: 20

Secured Dementia Care Unit

In Home: No Area: Capacity: Residents Served:

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 12 Are 60 Years of Age or Older: 9
Diagnosed with Mental Illness: 20 Diagnosed with Intellectual Disability: 1
Have Mobility Need: 0 Have Physical Disability: 1

Inspections / Reviews

12/30/2024 Partial

Lead Inspector: [Redacted] Follow-Up Type: POC Submission Follow-Up Date: 02/01/2025

Inspections / Reviews *(continued)*

02/07/2025 POC Submission

Submitted By: [REDACTED]

Date Submitted: 02/17/2025

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 02/17/2025

02/20/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 02/17/2025

Reviewer: [REDACTED]

Follow Up Type: Not Required

42I - Personal Clothing

1. Requirements

2600.

42.I. A resident has the right to furnish his room and purchase, receive, use and retain personal clothing and possessions.

Description of Violation

On [redacted] at 11:30pm, resident [redacted] was in the bathroom utilizing their personal cell phone for an extended period of time. Staff person A approached the resident and took the personal cell phone from the resident's hands. Resident [redacted] repeatedly tried to obtain the device while pleading for the staff person to return the cell phone. Staff person A maintained possession of resident [redacted] cell phone for a period of time before returning the phone to the resident powered off. Resident [redacted] does not have the cognitive ability to turn the phone on independently.

Plan of Correction

Accept [redacted] - 02/07/2025)

- Staff person A was placed on immediate suspension upon learning of the incident and was terminated on [redacted]
- On 1/31/25, a staff meeting was held to reinforce resident rights. Please refer to the attached staff minutes.
- Monthly resident meetings are hosted to obtain resident feedback and concerns. A Resident Meeting is scheduled on 2/4/25 and every month after that residents are given the opportunity to share their feedback.
- [redacted] Supervisor will maintain resident minutes which will detail residents feedback and a plan to meet their concerns.

Licensee's Proposed Overall Completion Date: 02/04/2025

Implemented [redacted] - 02/20/2025)

162b - Missed Meals

2. Requirements

2600.

162.b. When a resident misses a meal, food adequate to meet daily nutritional requirements shall be available and offered to the resident.

Description of Violation

On [redacted] interviews conducted revealed that when residents are out of the home and not present for the dinner meal are not always being offered a meal upon their return to the home or thereafter.

Plan of Correction

Accept [redacted] - 02/07/2025)

- On 1/31/25, a staff meeting was conducted in which the administrator emphasized that if a resident misses a meal, staff will ensure the resident is offered a meal upon their return.
- Review Staff Minutes attached.
- Monthly staff meetings will continue to include a section on resident rights and kitchen updates to address any necessary changes or reminders about food protocols.
- Monthly resident meetings are hosted to obtain resident feedback and concerns. A Resident Meeting is scheduled on 2/4/25 and every month after that residents will be given the opportunity to share their feedback. [redacted] Supervisor will maintain resident minutes which will detail residents feedback and a plan to meet their concerns.

Licensee's Proposed Overall Completion Date: 02/04/2025

Implemented [redacted] - 02/20/2025)

202 - Prohibitions

3. Requirements

2600.

202. The following procedures are prohibited:

- 6. A manual restraint, defined as a hands-on physical means that restricts, immobilizes or reduces a resident's ability to move his arms, legs, head or other body parts freely, is prohibited. A manual restraint does not include prompting, escorting or guiding a resident to assist in the ADLs or IADLs.

Description of Violation

On [REDACTED], resident [REDACTED] was trying to exit the bathroom on the second floor area of the home. Staff person B utilized their body stance to block resident [REDACTED] from exiting the bathroom.

Plan of Correction

Accept [REDACTED] - 02/07/2025)

- Staff person A was placed on immediate suspension upon learning of the incident and was terminated on [REDACTED].
- On 1/31/25, a staff meeting was held where 2600.202 (restraint regulation) was discussed in detail.
- Review the attached Staff Minutes.
- On 7/11/25, all staff will undergo training on De-escalation Techniques and complete Mental Health First Aid Training by 8/1/25.
- Review the staff training plan attached.
- Monthly staff meetings will continue to include a Resident Updates section where we will discuss safe management techniques.
- Monthly resident meetings are hosted to obtain resident feedback and concerns. A Resident Meeting is scheduled on 2/4/25 and every month after that residents are given the opportunity to share their feedback.
- [REDACTED] Supervisor will maintain resident minutes which will detail residents feedback and a plan to meet their concerns.

Licensee's Proposed Overall Completion Date: 02/04/2025

Implemented [REDACTED] 02/20/2025)