



MAILING DATE: October 18, 2018

Ms. Jodi Murphy,
Executive Director
Quincy Retirement Community
Quincy Village
6596 Orphanage Road
Waynesboro, Pennsylvania 17268

RE: Parker House Assisted Living
Certificate #: 333170

Dear Ms. Murphy:

As a result of the Department's Bureau of Human Services Licensing inspection on September 27, 2018 of the above facility, the violations with 55 Pa.Code Ch. 2800 (relating to Assisted Living Residences) specified on the enclosed License Inspection Summary were found.

All violations specified on the enclosed License Inspection Summary must be corrected by the dates specified on the License Inspection Summary and continued compliance with 55 Pa.Code Ch. 2800 must be maintained.

Sincerely,

A handwritten signature in black ink that reads "Brett Swanger".

Brett Swanger
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

LICENSING INSPECTION SUMMARY

Assisted Living Residences – 55 Pa.Code § 2800

PCH Name: PARKER HOUSE ASSISTED LIVING	License Number: 33317
Address: 6596 ORPHANAGE ROAD, WAYNEBORO, PA 17268	County: Franklin
Administrator: JOANNA STINE	
Legal Entity Name: QUINCY RETIREMENT COMMUNITY	
Legal Entity Address: 6596 ORPHANAGE ROAD, WAYNEBORO, PA 17268	
Certificate(s) of Occupancy: I-2; 3/23/2016; Quincy Township	
Type of Inspection: PARTIAL	
Reason(s) for Inspection(s): INCIDENTS	
On-Site Inspections Dates and Department Representatives On-Site: 10/3/2018; ISRAEL SPRINGS, LAURA HEEMER	
Off-Site Inspection Dates and Inspectors, if Applicable:	
Resident Demographic Data as of Inspection Dates	
Licensed Capacity: 48 Number of Residents Served: 31 Secured Care Unit in Home: Yes Area: Secured Care Unit Secured Unit Capacity, if Applicable: 16 Number of Residents Served in Secured Care Unit, if applicable: 12 Number of Current Hospice Residents: 0 Number of Hospice Residents in past year: 0	Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 42 Have Mental Illness: 0 Have an Intellectual Disability: 0 Have a Mobility Need: 21 Have a Physical Disability: 0

LICENSING INSPECTION SUMMARY

Assisted Living Residences – 55 Pa.Code § 2800

Regulation	2800.15(a) The residence shall immediately report suspected abuse of a resident served in the residence in accordance with the Older Adult Protective Services Act (35 P. S. § § 10225.701—10225.707) and 6 Pa. Code § § 15.21—15.27 (relating to reporting suspected abuse, neglect, abandonment or exploitation) and comply with the requirements regarding restrictions on staff persons.
Violation	The residence received allegations of physical abuse on 9/8/18, and verbal abuse on 9/9/18. The residence did not report these allegations to the local Area Agency on Aging in accordance with the Older Adult Protective Services Act.
Plan of Correction	<p style="font-size: 1.2em; font-family: cursive;">Staff educated on abuse and Reporting abuse to Area on Aging in accordance to The older Adults Protective Service Act</p> <p>*The administrator will ensure that all suspected abuse is reported in accordance with the Older Adults Protective Services Act. The administrator shall review all reportable incidents within 24 hours from the date and time of the initial report to ensure the proper notifications have been made.</p> <p style="padding-left: 40px;">BAS 10/18/18</p>

Printed Name and	Title of Legal Entity Representative (Required on all pages) Joanna Stine	
Signature of Legal Entity Representative (Required on all pages)	<i>Joanna Stine</i>	Date 10/18/18
DEPARTMENT USE ONLY – HOMES MAY NOT WRITE BELOW THIS LINE!		
The above plan of correction is approved as of _____	Plan of correction implementation status as of _____	
10/18/18 (Date)	10/18/18 (Date)	
The above plan of correction was approved by _____	<input type="checkbox"/> Fully Implemented	
BAS (Initials)	<input checked="" type="checkbox"/> Partially Implemented – Adequate Progress	
	<input type="checkbox"/> Partially Implemented – Inadequate Progress	
	<input type="checkbox"/> Not Implemented	

LICENSING INSPECTION SUMMARY
Assisted Living Residences – 55 Pa.Code § 2800

Regulation	2800.15(b) If there is an allegation of abuse of a resident involving a residence's staff person, the residence shall immediately develop and implement a plan of supervision or suspend the staff person involved in the alleged incident.
Violation	The residence received allegations that Staff Member A was suspected as perpetrating physical abuse to a resident on 9/8/18, and verbal abuse on 9/9/18. The residence did not immediately develop and implement a plan of supervision or suspend Staff Member A.
Plan of Correction	<p style="text-align: center;">On September 10, 2018 alleged staff member was put on administrative leave.</p> <p style="text-align: center;">On September 17, 2018 allegation was substantiated and staff member was terminated from her position at Parker House</p> <p>*If any future allegations of abuse occur, the home will immediately take the following steps:</p> <ol style="list-style-type: none"> 1. Suspend the staff person or persons involved 2. Report the alleged abuse to the Department 3. Report the alleged abuse to the local Area Agency on Aging 4. Report the alleged abuse to the resident's designated person, if any. <p style="text-align: center;">BAS 10/18/18</p>

Printed Name and Title of Legal Entity Representative (Required on all pages)	Joanna Stine	
Signature of Legal Entity Representative (Required on all pages)	Joanna Stine	Date 10/18/19
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LICENSING INSPECTION SUMMARY
Assisted Living Residences – 55 Pa.Code § 2800

Regulation	2800.15(d) The residence shall immediately notify the resident and the resident's designated person of a report of suspected abuse or neglect involving the resident
Violation	The Residence failed to notify the Resident #1's designated person of the reported allegations of physical abuse on 9/8/18 and verbal abuse on 9/9/18 suspected to have been perpetrated upon Resident #1.
Plan of Correction	<p style="font-size: 1.2em; font-family: cursive;">Staff was educated on Reportable Incidents and conditions, Any report of suspected abuse or neglect involving a Resident must be reported to the Resident's designated person immediately.</p> <p>*If any future allegations of abuse occur, the home will immediately take the following steps:</p> <ol style="list-style-type: none"> 1. Suspend the staff person or persons involved 2. Report the alleged abuse to the Department 3. Report the alleged abuse to the local Area Agency on Aging 4. Report the alleged abuse to the resident's designated person, if any. <p style="text-align: center;">BAS 10/18/18</p>

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(Initials) BAS		

LICENSING INSPECTION SUMMARY

Assisted Living Residences – 55 Pa.Code § 2800

Regulation	2800.16(c) The residence shall report the incident or condition to the Department's assisted living residence office or the assisted living residence complaint hotline within 24 hours in a manner designated by the Department. The residence shall immediately report the incident or condition to the resident's family and the resident's designated person. Abuse reporting must also follow the guidelines in § 2800.15 (relating to abuse reporting covered by law).
Violation	The residence received allegations of physical abuse on 9/8/18, and verbal abuse on 9/9/18. The residence did not report these allegations to the Department until 9/14/18.
Plan of Correction	<p style="font-family: cursive;">During staff education with Reportable Incidents, staff was informed of time line of reporting incident and condition to The Department of Human Services. staff was made aware of again of where Reportable Incident books are kept. How to complete a Reportable incident form, DHS phone number and fax are located in Reportable incident Book. Time Line is 24 hours to report a Reportable incident.</p> <p style="text-align: center;">(Continued on Page 5A)</p>

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2800.16(c)

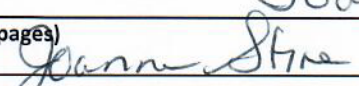
* The administrator will review the incidents required to be reported by 2600.16a with all staff. All future incidents will be reported as required.

The home shall review the incidents reported to the Department on, at least, a quarterly basis to identify any patterns of issues that may need to be addressed by the home.

BAS 10/18/18

LICENSING INSPECTION SUMMARY
Assisted Living Residences – 55 Pa.Code § 2800

Regulation	2800.42(b) A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way. A resident must be free from mental, physical, and sexual abuse and exploitation, neglect, financial exploitation and involuntary seclusion.
Violation	On 9/8/18, Staff Member A was rough while providing care and forcefully grabbed the wrists of Resident #1. This action resulted in bruising to the wrists of the resident. The residence was informed of this alleged abusive incident and did not initiate a plan of supervision or suspend the staff member. On 9/9/18, Staff Member B observed Staff Member A verbally abusing Resident #1 in retaliation for the resident discussing the incident that occurred on 9/8/18.
Plan of Correction	<p style="font-size: 1.2em; font-family: cursive;">on 9/10/18 allegation was made known and staff member A was placed on administrative leave, effective immediately staff member terminated on 9/17/18.</p> <p>*Staff have been re-educated on abuse, abuse reporting, and reportable incidents.</p> <p>Within 30 days, Staff will be re-educated on resident rights as documented in regulation 2800.42(a-z).</p> <p>In the future, Staff will provide care to the residents in a respectful manner and residents will not be verbally abused or mistreated in any way.</p> <p style="text-align: center;">BAS 10/18/18</p>

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