

Department of Human Services  
Bureau of Human Service Licensing

August 20, 2020

WYNDMOOR ASSISTED LIVING COMPANY LLC  
551 EAST EVERGREEN AVENUE  
WYNDMOOR, PA, 19038

RE: SPRINGFIELD SENIOR LIVING  
COMMUNITY  
551 EAST EVERGREEN AVENUE  
WYNDMOOR, PA, 19038  
LICENSE/COC#: 14484

Dear Mr. Smilow,

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/22/2020, 06/23/2020, 06/24/2020, 06/26/2020, 06/29/2020, 06/30/2020, 07/01/2020, 07/06/2020, 07/07/2020 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,  
Mia Johnson

Enclosure  
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

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

**Facility Information**

Name: *SPRINGFIELD SENIOR LIVING COMMUNITY* License #: *14484* License Expiration Date: *11/15/2020*  
 Address: *551 EAST EVERGREEN AVENUE, WYNDMOOR, PA 19038*  
 County: *MONTGOMERY* Region: *SOUTHEAST*

**Administrator**

Name: *Abraham Smilow* Phone: *2152336300* Email:  
*ASmilow@libertycenterhc.com, miajohnson@pa.gov*

**Legal Entity**

Name: *WYNDMOOR ASSISTED LIVING COMPANY LLC*  
 Address: *551 EAST EVERGREEN AVENUE, WYNDMOOR, PA, 19038*  
 Phone: *2152336300* Email: *ASmilow@libertycenterhc.com*

**Certificate(s) of Occupancy**

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *91* Waking Staff: *68*

**Inspection**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Complaint* Exit Conference Date: *07/07/2020*

**Inspection Dates and Department Representative**

*06/22/2020 - Off-Site: Tahesia Thomas*  
*06/23/2020 - Off-Site: Tahesia Thomas*  
*06/24/2020 - Off-Site: Tahesia Thomas*  
*06/26/2020 - Off-Site: Tahesia Thomas*  
*06/29/2020 - Off-Site: Tahesia Thomas*  
*06/30/2020 - Off-Site: Tahesia Thomas*  
*07/01/2020 - Off-Site: Tahesia Thomas*  
*07/06/2020 - Off-Site: Tahesia Thomas*  
*07/07/2020 - Off-Site: Tahesia Thomas*

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: *103* Residents Served: *66*

**Special Care Unit**

In Home: *Yes* Area: *.* Capacity: *34* Residents Served: *17*

Resident Demographic Data as of Inspection Dates (*continued*)

## Hospice

Current Residents: .

## Number of Residents Who:

Receive Supplemental Security Income: 1

Are 60 Years of Age or Older: 66

Diagnosed with Mental Illness: 2

Diagnosed with Intellectual Disability: 1

Have Mobility Need: 25

Have Physical Disability: 0

## Inspections / Reviews

## 06/22/2020 - Partial

Lead Inspector: *Tahesia Thomas*Follow-Up Type: *POC Submission*Follow-Up Date: *07/24/2020*

## 7/17/2020 - POC Submission

Lead Reviewer: *Mia Johnson*Follow-Up Type: *Document Submission*Follow-Up Date: *07/20/2020*

## 8/20/2020 - Document Submission

Lead Reviewer: *Mia Johnson*Follow-Up Type: *Not Required*

## 44d Complaints - investigation

### 1. Requirements

2800.

44.d. The residence shall ensure investigation and resolution of complaints. The home shall designate the staff person responsible for receiving complaints and determining the outcome of the complaint.

### Description of Violation

*On April 14,2020, the home received a verbal complaint regarding a non-issued refund check from the previous owner when resident #1 moved out November 10, 2019. The complainant did not receive any follow up to the complaint. However, a refund check was issued on June 9, 2020. The home did not follow its complaint policy regarding follow up to the resident or resident's designated person regarding the steps of the investigation and resolution process.*

### Plan of Correction - 07/17/2020

Accept

*Employees will be re-educated on our complaint policy and log by 7/31/20 (see attachments1-4). To ensure compliance is maintained, the executive director and/or designee will check complaint log weekly and follow up with residents during monthly resident council meeting.*

**Completion Date:** 07/31/2020

### Document Submission - 08/20/2020

Implemented

*Employees were re-educated on the complaint process.*