

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

February 24, 2023

[REDACTED], ADMINISTRATOR  
GREEN RIDGE PERSONAL CARE LLC  
[REDACTED]

RE: THE GARDENS OF GREEN RIDGE  
2751 BOULEVARD AVENUE  
SCRANTON, PA, 18509  
LICENSE/COC#: 22516

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/31/2023 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]  
Human Services Licensing Supervisor

cc: Pennsylvania Bureau of Human Service Licensing

**Facility Information**

Name: *THE GARDENS OF GREEN RIDGE* License #: *22516* License Expiration: *11/05/2023*  
 Address: *2751 BOULEVARD AVENUE, SCRANTON, PA 18509*  
 County: *LACKAWANNA* Region: *NORTHEAST*

**Administrator**

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

**Legal Entity**

Name: *GREEN RIDGE PERSONAL CARE LLC*  
 Address: [REDACTED]

**Certificate(s) of Occupancy**

Type: *I-1* Date: *09/20/2013* Issued By: *Scranton City*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *83* Waking Staff: *62*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Incident* Exit Conference Date: *01/31/2023*

**Inspection Dates and Department Representative**

*01/31/2023* - On: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

General Information  
 License Capacity: *74* Residents Served: *62*

Special Care Unit  
 In Home: *Yes* Area: *Secured Unit* Capacity: *24* Residents Served: *21*

Hospice  
 Current Residents: *6*

Number of Residents Who:  
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *62*  
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*  
 Have Mobility Need: *21* Have Physical Disability: *0*

**Inspections / Reviews**

*01/31/2023* Partial  
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *02/26/2023*

*02/21/2023* - POC Submission  
 Submitted By: [REDACTED] Date Submitted: *02/23/2023*  
 Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *02/24/2023*

Inspections / Reviews *(continued)*

02/23/2023 POC Submission

Submitted By: [REDACTED]

Date Submitted: 02/23/2023

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 02/28/2023

02/24/2023 Document Submission

Submitted By: [REDACTED]

Date Submitted: 02/23/2023

Reviewer: [REDACTED]

Follow Up Type: Not Required

42c Dignity/Respect

1. Requirements

2800.

42.c. A resident shall be treated with dignity and respect.

Description of Violation

Staff person A became frustrated with resident #1 on [REDACTED] when they became aggressive while providing care to the resident. Staff person A responded inappropriately by using foul language in responding to the resident's behavior.

Plan of Correction

Accept [REDACTED] - 02/23/2023)

The Gardens of Green Ridge takes residents rights very seriously. Additionally ensuring residents are made to feel comfortable and respected in a home like environment is one of our priorities, in addition to providing the highest level of care possible.

The situation was fully investigated, immediate action was taken including the removal of new hire staff person A from the facility on 1/19/2023, Area Agency on Aging was notified along with Act 13 reporting completed.

Additionally, facility wide re-training/re-in-service was completed on the topics of Dementia Care Managing Challenging Behaviors, and Effective Communication, OAPSA, and Act 13 Requirements.

All re-training/re-in-service documents can be provided as proof of education completion. Through the education pieces noted above on OAPSA and ACT 13 reporting requirements staff were educated on the importance of making Director of Nursing [REDACTED], Assistant Administrator [REDACTED], and Administrator [REDACTED] aware immediately. The situation will be addressed in the same manner as noted above. Staff member(s) will be removed from facility immediately until investigation is completed. Area Agency on Aging will be notified per Act 13 reporting requirements, and DHS reportable incident will be completed.

In an effort to remain in compliance with 2800.42(c) Director of Nursing [REDACTED], Assistant Administrator [REDACTED] and Administrator [REDACTED] will continue to convey and educate the matter of highest importance of 2800.42(c).

Licensee's Proposed Overall Completion Date: 02/21/2023

Implemented ([REDACTED] - 02/24/2023)