

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

April 9, 2024

[REDACTED]  
DRI HEARTIS YARDLEY LLC  
[REDACTED]  
[REDACTED]

RE: HEARTIS YARDLEY  
255 OXFORD VALLEY ROAD  
YARDLEY, PA, 19067  
LICENSE/COC#: 14772

[REDACTED],  
  
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/08/2024, 01/09/2024 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: HEARTIS YARDLEY

License #: 14772

License Expiration: 09/14/2024

Address: 255 OXFORD VALLEY ROAD, YARDLEY, PA 19067

County: BUCKS

Region: SOUTHEAST

## Administrator

Name: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

## Legal Entity

Name: DRI HEARTIS YARDLEY LLC

Address: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

## Certificate(s) of Occupancy

## Staffing Hours

Resident Support Staff:

Total Daily Staff: 143

Waking Staff: 107

## Inspection Information

Type: Partial

Notice: Unannounced

BHA Docket #:

Reason: Complaint, Incident

Exit Conference Date: 01/09/2024

## Inspection Dates and Department Representative

01/08/2024 - On-Site: [REDACTED]

01/09/2024 - On-Site: [REDACTED]

## Resident Demographic Data as of Inspection Dates

## General Information

License Capacity: 115

Residents Served: 103

## Special Care Unit

In Home: Yes

Area: Generations

Capacity: 21

Residents Served: 20

## Hospice

Current Residents: xx

## Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 103

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 40

Have Physical Disability: 0

## Inspections / Reviews

## 01/08/2024 - Partial

Lead Inspector: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 02/05/2024

## 02/07/2024 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 03/29/2024

Reviewer: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 02/09/2024

Inspections / Reviews (*continued*)

## 02/13/2024 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 03/29/2024

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 03/30/2024

## 04/09/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 03/29/2024

Reviewer: [REDACTED]

Follow-Up Type: Not Required

## 28a Refunds

## 1. Requirements

2800.

28.a. If, after the residence gives notice of discharge or transfer in accordance with § 2800.228(b) (relating to notification of termination), and the resident moves out of the residence before the 30 days are over, the residence shall give the resident a refund equal to the previously paid charges for rent and personal care services for the remainder of the 30-day time period. The refund shall be issued within 30-days of discharge or transfer. The resident's personal needs allowance shall be refunded within 2 business days of discharge or transfer.

## Description of Violation

On [REDACTED], the residence gave a discharge notice to resident [REDACTED]. On [REDACTED], the resident moved out of the residence, removing all personal belongings. The resident was due a refund of [REDACTED]. The residence did not issue the refund check until [REDACTED]

## Plan of Correction

Accept [REDACTED] 02/07/2024)

Effective [REDACTED], upon discharge of a resident requiring a refund, BOD or designee will process the discharge and initiate refund to accounting team within 2 business days. Effective date, [REDACTED], as part of an ongoing process, BOD to create a follow up tool to track discharges monthly and follow up with accountant within 14 days and 25 days of discharge to track refund status to ensure compliance with 2800.28.a

Licensee's Proposed Overall Completion Date: 02/29/2024

Implemented [REDACTED] - 04/09/2024)

## 60a Staffing/support plan needs

## 2. Requirements

2800.

60.a. Staffing shall be provided to meet the needs of the residents as specified in the resident's assessment and support plan. Residence staff or service providers who provide services to the residents in the residence shall meet the applicable professional licensure requirements.

## Description of Violation

On [REDACTED] around [REDACTED], the main entrance to the residence's Secured Dementia Care Unit (SDCU) was found propped open by a black shopping cart and the front entrance door of the residence was found the same way. During that night, there were 5 staff members working in the residence. Two direct care staff members were assigned on the SDCU, two other direct care staff members on the Assisted Living (AL) side, and one medication trained staff member to oversee both SDCU and AL. Resident [REDACTED] claimed that the resident pushed the door of the SDCU open, put a shopping cart between the doors, went to the front entrance and did the same thing, and came back to the SDCU. No staff members were physically present during this time. According to staff interviews, one staff member on the SDCU floor was on a bathroom break and one other staff member on the AL side was on a break.

## Plan of Correction

Accept [REDACTED] 02/07/2024)

Effective [REDACTED] the ED, RCD, GPD, RCC or designee will staff Generations/SDCU with 3 direct care workers for all shifts to ensure adequate staffing and supervision of residents residing in the SDCU. In the event of a call out, ED, RCD, RCC, GPD, or designee will ensure that appropriate staffing levels are maintained for SDCU. To ensure compliance, effective 2/5/2024, RCC or designee will audit and approve daily assignment sheets daily for 30 days.

Proposed Overall Completion Date: 03/05/2024

Licensee's Proposed Overall Completion Date: 03/05/2024

Implemented [REDACTED] - 04/09/2024)

## 95 Furniture &amp; Equipment

## 3. Requirements

2800.

95. Furniture and Equipment - Furniture and equipment must be in good repair, clean and free of hazards.

## Description of Violation

*The residence's SDCU doors are equipped with magnetic locking system. According to the manufacturer's statement, the magnetic locking system will shut down and the door will open when one or more of the following occurs:*

- (1) Upon a signal from an activated fire alarm system, heat or smoke detector.*
- (2) Power failure to the residence.*
- (3) Overriding the electronic or magnetic locking system by use of a key pad or other lock-releasing device.*

*However, on [REDACTED] around [REDACTED] resident [REDACTED] was able to force open one of the maglock doors in the residence's SDCU.*

*According to staff interviews, the residence's main entrance door, which was supposed to be locked between 08:00 PM and 08:00 AM, did not lock properly, requiring staff presence at the entrance area to keep intruders out.*

## Plan of Correction

Accept [REDACTED] - 02/07/2024)

*This has been resolved. The magnetic locks have been replaced with higher strength locks to assist with ensuring the locks engage properly. As part of an ongoing process moving forward - beginning February 2024, ED, BSD or designee to create a monthly audit through the TELS system to verify door locks are working properly. Audit to be completed by BSD or designee monthly.*

*Proposed Overall Completion Date: 02/29/2024*

**Licensee's Proposed Overall Completion Date: 02/29/2024**

Implemented [REDACTED] - 04/09/2024)

## 141b1 Annual medical evaluation

## 4. Requirements

2800.

141.b. A resident shall have a medical evaluation:

- 1. At least annually.

## Description of Violation

*Resident [REDACTED] most recent medical evaluation was completed on [REDACTED]. The resident's previous medical evaluation was completed on [REDACTED].*

*Resident [REDACTED] most recent medical evaluation was completed on [REDACTED]. The resident's previous medical evaluation was completed on [REDACTED].*

## Plan of Correction

Accept [REDACTED] - 02/13/2024)

*An audit of all ADMEs to be completed by ED, RCD, GPD, or designee by [REDACTED]. ED, RCD, GPD, or designee will work with resident physician to complete any ADMEs not found in compliance by [REDACTED]. Effective [REDACTED] and as part of an ongoing process, an alert has been added to Eldermark software to remind ED, RCD, GPD, or designee to complete ADME on annual basis.*

*Proposed Overall Completion Date: 03/15/2024*

## 141b1 Annual medical evaluation (continued)

Licensee's Proposed Overall Completion Date: 03/15/2024

Implemented [REDACTED] - 04/09/2024)

## 163b Sanitary practices

## 5. Requirements

2800.

163.b. Staff persons, volunteers and residents shall follow sanitary practices while working in the kitchen areas.

## Description of Violation

On [REDACTED] at [REDACTED] staff person A was observed without a hair net while working in the kitchen.

## Plan of Correction

Accept [REDACTED] - 02/07/2024)

ED, CSD, or designee to in-service staff on regulation 2800.163b by [REDACTED]. Beginning the week of [REDACTED], once per week for four weeks, ED or designee will complete random audits of dietary staff to ensure compliance with wearing a hairnet while working in the kitchen.

Proposed Overall Completion Date: 03/15/2024

Licensee's Proposed Overall Completion Date: 03/15/2024

Implemented [REDACTED] 04/09/2024)

## 183b Medications and syringes locked

## 6. Requirements

2800.

183.b. Prescription medications, OTC medications, CAM and syringes shall be kept in an area or container that is locked. This includes medications and syringes kept in the resident's living unit.

## Description of Violation

On [REDACTED], resident [REDACTED] who manages [REDACTED] own medications, had the medications kept in an unlocked dresser drawer. The resident does not always lock the apartment door when leaving.

Resident [REDACTED] who manages [REDACTED] own medications, had the medications kept in an unlocked kitchen cupboard. The resident does not always lock the apartment door when leaving.

## Plan of Correction

Accept [REDACTED] - 02/07/2024)

On, [REDACTED], ED has purchased lock boxes for all residents that self-administer medications and will be distributed and in-serviced to residents by ED, RCD or designee by [REDACTED]. ED, RCD or designee to provide lock boxes to all residents that self-administer medications moving forward. To ensure compliance with utilizing lock boxes for securing medications, ED, RCD, RCC or designee to do random audit of two residents per week for four weeks beginning the week of [REDACTED]. Any resident not found in compliance will be in-serviced again on utilization of the lock box and maintaining compliance.

Proposed Overall Completion Date: 03/15/2024

Licensee's Proposed Overall Completion Date: 03/15/2024

Implemented [REDACTED] - 04/09/2024)

## 228b Discharge or transfer

## 7. Requirements

2800.

228.b. If the residence initiates a transfer or discharge of a resident, or if the legal entity chooses to close the residence, the residence shall provide a 30-day advance written notice to the resident, the resident's family or designated person and the referral agent citing the reasons for the transfer or discharge. This shall be stipulated in the resident-residence contract.

1. The 30-day advance written notice must be written in language in which the resident understands, or performed in American Sign Language or presented orally in a language the resident understands if the resident does not speak standard English. The notice must include the following:

iv. An explanation of the measures the resident or the resident's designated person can take if they disagree with the residence decision to transfer or discharge which includes the name, mailing address, and telephone number of the State and local long-term care ombudsman.

## Description of Violation

Resident [REDACTED] received a discharge notice dated [REDACTED] and effective [REDACTED]. The notice did not include an explanation of the measures the resident or the resident's designated person can take if they disagree with the residence decision to transfer or discharge which includes the name, mailing address, and telephone number of the State and local long-term care ombudsman.

## Plan of Correction

Accept [REDACTED] 02/07/2024)

Moving forward if the residence initiates a transfer or discharge of a resident, or if the legal entity chooses to close the residence, prior to notice of discharge, the ED or designee shall provide a 30-day advance written notice to the resident, the resident's family or designated person and the referral agent citing the reasons for the transfer or discharge with An explanation of the measures the resident or the resident's designated person can take if they disagree with the residence decision to transfer or discharge which includes the name, mailing address, and telephone number of the State and local long-term care ombudsman. By [REDACTED], the ED will in-service BOD, RCD, GPD, RCC on regulation 2800.228b

Proposed Overall Completion Date: 02/29/2024

Licensee's Proposed Overall Completion Date: 02/29/2024

Implemented [REDACTED] - 04/09/2024)

## 8. Requirements

2800.

228.b.3. Practicable notice, rather than a 30-day advance written notice is required if a delay in transfer or discharge would jeopardize the health, safety or well-being of the resident or others in the residence, as certified by a physician or the Department. This may occur when the resident needs psychiatric services or is abused in the residence, or the Department initiates closure of the residence.

## Description of Violation

The residence discharged resident [REDACTED] against the resident's will on [REDACTED] without a 30 day written notice. The residence discharged the resident because the resident presented a danger to the health, safety and well-being of the residence's staff, other residents, as well as the resident's self. The residence did not obtain a certification from a physician that a delay in transfer or discharge would jeopardize the health, safety, or well-being of the resident or others in the residence.

## Plan of Correction

Accept [REDACTED] 02/07/2024)

Moving forward, should the need present itself to issue discharge without 30-day advance notice, prior to notice of discharge, the ED or designee obtain a certification from a physician in writing that a delay in transfer or discharge would jeopardize the health, safety, or well-being of the resident or others in the residence. By [REDACTED], the ED will in-service BOD, RCD, GPD, RCC on regulation 2800.228.b.3

228b Discharge or transfer (*continued*)

Licensee's Proposed Overall Completion Date: 02/29/2024

Implemented [REDACTED] 04/09/2024)

## 228h Grounds-discharge/transfer

## 9. Requirements

2800.

228.h. The only grounds for transfer or discharge of a resident from a residence are for the following conditions:

1. If a resident is a danger to himself or others and the behavior cannot be managed through interventions, services planning or informed consent agreements.
6. If closure of the residence is initiated by the Department.
7. Documented, repeated violation of the residence rules.
8. A court has ordered the transfer or discharge.

## Description of Violation

On [REDACTED], the residence discharged resident [REDACTED] against the resident's or family's will. The resident was discharged on the grounds that the resident was a danger to [REDACTED] or others and the behavior could not be managed through interventions, services planning or informed consent agreements. However, there is no written certification by a physician or the Department that a delay in discharge or transfer would jeopardize the health, safety or well-being of the resident or others in the residence

## Plan of Correction

Accept [REDACTED] - 02/07/2024)

Moving forward, should the need present itself to issue discharge without 30-day advance notice, prior to notice of discharge, the ED or designee obtain a certification in writing from a physician that a delay in transfer or discharge would jeopardize the health, safety, or well-being of the resident or others in the residence or the Department that a delay in discharge or transfer would jeopardize the health, safety or well-being of the resident or others in the residence. By [REDACTED], the ED will in-service BOD, RCD, GPD, RCC on regulation 2800.228h

Proposed Overall Completion Date: 02/29/2024

Licensee's Proposed Overall Completion Date: 02/29/2024

Implemented [REDACTED] - 04/09/2024)