

Department of Human Services
Bureau of Human Service Licensing

February 1, 2021

██████████, EXECUTIVE DIRECTOR
FIVE STAR QUALITY CARE NS OPERATOR LLC
400 CENTRE STREET
ATTN: LICENSING
NEWTON, MA 2458

RE: THE DEVON SENIOR LIVING
445 NORTH VALLEY FORGE ROAD
DEVON, PA, 19333
LICENSE/COCC#: 13206

Dear ██████████,

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/13/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Claire Mendez

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: *THE DEVON SENIOR LIVING* License #: *13206* License Expiration Date: *11/06/2021*
Address: *445 NORTH VALLEY FORGE ROAD, DEVON, PA 19333*
County: *CHESTER* Region: *SOUTHEAST*

Administrator

Name: [REDACTED] Phone: *6102632300* Email: [REDACTED]

Legal Entity

Name: *FIVE STAR QUALITY CARE NS OPERATOR LLC*
Address: *400 CENTRE STREET, ATTN: LICENSING, NEWTON, MA, 2458*
Phone: *6102632300* Email: [REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *08/20/2003* Issued By: *Commonwealth of PA*

Staffing Hours

Resident Support Staff: Total Daily Staff: *65* Waking Staff: *49*

Inspection

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Incident* Exit Conference Date: *01/13/2021*

Inspection Dates and Department Representative

01/13/2021 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *84* Residents Served: *48*

Secured Dementia Care Unit

In Home: *Yes* Area: *BTR* Capacity: *26* Residents Served: *13*

Hospice

Current Residents: *5*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *48*
Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *1*
Have Mobility Need: *17* Have Physical Disability: *0*

Inspections / Reviews

01/13/2021 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *02/05/2021*

Inspections / Reviews *(continued)*

1/29/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*

Follow-Up Date: *02/01/2021*

2/1/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

42c - Treatment of Residents

1. Requirements

2600.

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

Description of Violation

On January 3, 2020 at 4pm, Staff member A told resident #1, "Stop saying out loud who you voted for. People are going to think that you are racist because everyone who voted for Donald Trump is considered racist." Resident #1 felt uncomfortable with the interaction saying "I was not going to argue with [REDACTED], [REDACTED]." and "I am not racist and whoever I voted for is my opinion and my choice."

Plan of Correction**Accept**

Employee was suspended pending investigation after the incident. Employee was termed on [REDACTED]. The Executive Director or designee will re-educate employees on resident rights by 1/29/2021. Employees will continue to be education on resident rights upon hire and annually by Executive Director or designee.

Completion Date: 01/29/2021

Document Submission**Implemented**

Employee was suspended pending investigation after the incident. Employee was termed on 1/13/2021. The Executive Director or designee will re-educate employees on resident rights by 1/29/2021. Employees will continue to be education on resident rights upon hire and annually by Executive Director or designee.