

Department of Human Services  
Bureau of Human Service Licensing

June 2, 2021

■■■■■ VICE PRESIDENT  
BH BRIGHTVIEW EAST NORRITON OPCO LLC  
300 EAST GERMANTOWN PIKE  
EAST NORRITON, PA 19401

RE: BRIGHTVIEW EAST NORRITON  
300 EAST GERMANTOWN PIKE  
EAST NORRITON, PA, 19401  
LICENSE/COC#: 14075

Dear ■■■■■

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/05/2021, 01/06/2021, 01/15/2021, 01/13/2021, 01/14/2021, 01/15/2021, 01/20/2021, 01/21/2021, 01/22/2021, 01/25/2021, 01/26/2021, 01/27/2021, 01/28/2021, 01/29/2021 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 - PUBLIC**

**Facility Information**

**Name:** BRIGHTVIEW EAST NORRITON      **License #:** 14075      **License Expiration Date:** 07/31/2021  
**Address:** 300 EAST GERMANTOWN PIKE, EAST NORRITON, PA 19401  
**County:** MONTGOMERY      **Region:** SOUTHEAST

**Administrator**

**Name:** [REDACTED]      **Phone:** 6102397700      **Email:** [REDACTED]

**Legal Entity**

**Name:** BH BRIGHTVIEW EAST NORRITON OPCO LLC  
**Address:** 300 EAST GERMANTOWN PIKE, EAST NORRITON, PA, 19401  
**Phone:** 6102397700      **Email:** [REDACTED]

**Certificate(s) of Occupancy**

**Type:** I-2      **Date:** 02/27/2008      **Issued By:** East Norriton Township

**Staffing Hours**

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

**Inspection**

**Type:** Partial      **Notice:** Unannounced      **BHA Docket #:**  
**Reason:** Complaint      **Exit Conference Date:** 01/29/2021

**Inspection Dates and Department Representative**

01/05/2021 - Off-Site: [REDACTED]  
01/06/2021 - Off-Site: [REDACTED]  
01/15/2021 - Off-Site: [REDACTED]  
01/13/2021 - Off-Site: [REDACTED]  
01/14/2021 - Off-Site: [REDACTED]  
01/15/2021 - Off-Site: [REDACTED]  
01/20/2021 - Off-Site: [REDACTED]  
01/21/2021 - Off-Site: [REDACTED]  
01/22/2021 - Off-Site: [REDACTED]  
01/25/2021 - Off-Site: [REDACTED]  
01/26/2021 - Off-Site: [REDACTED]  
01/27/2021 - Off-Site: [REDACTED]  
01/28/2021 - Off-Site: [REDACTED]  
01/29/2021 - Off-Site: [REDACTED]

## Resident Demographic Data as of Inspection Dates

## General Information

License Capacity: 90

Residents Served: 52

## Secured Dementia Care Unit

In Home: Yes

Area: Wellspring Village

Capacity: 24

Residents Served: 22

## Hospice

Current Residents: 0

## Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 52

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 31

Have Physical Disability: 0

## Inspections / Reviews

01/05/2021 - Partial

Lead Inspector: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 02/15/2021

3/11/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: Document Submission

Follow Up Date 03/14/2021

6/2/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow Up Type: Not Required

## 65a - FS Orientation 1st Day

## 1. Requirements

2600.

65.a. Prior to or during the first work day, all direct care staff persons including ancillary staff persons, substitute personnel and volunteers shall have an orientation in general fire safety and emergency preparedness that includes the following:

1. Evacuation procedures.
2. Staff duties and responsibilities during fire drills, as well as during emergency evacuation, transportation and at an emergency location if applicable.
3. The designated meeting place outside the building or within the fire-safe area in the event of an actual fire.
4. Smoking safety procedures, the home's smoking policy and location of smoking areas, if applicable.
5. The location and use of fire extinguishers.
6. Smoke detectors and fire alarms.
7. Telephone use and notification of emergency services.

## Description of Violation

Staff person A, whose first day of work was [REDACTED], did not receive orientation until 1/30/2020 on the following topics: evacuation procedures, staff duties and responsibilities during fire drills, as well as during emergency evacuation, transportation and at an emergency location if applicable, the designated meeting place outside the building or within the fire-safe area in the event of an actual fire, smoking safety procedures, the home's smoking policy and location of smoking areas, if applicable, the location and use of fire extinguishers, smoke detectors and fire alarms, telephone use and notification of emergency services.

## Plan of Correction

Accept

Upon review of orientation materials it was discovered that the associate made an error when dating when [REDACTED] completed [REDACTED] training. [REDACTED] completed this training on [REDACTED]

Effective 2/1/2021 all new hire orientation paperwork will be reviewed by the Business Office Director to ensure that all required training is completed and signed properly by the associate.

Completion Date: 02/01/2021

## Document Submission

Implemented

All paperwork has been audited by the Business Office Director after each new hires orientation to ensure that all paperwork has been signed.

## 65b - Rights/Abuse 40 Hours

## 1. Requirements

2600.

65.b. Within 40 scheduled working hours, direct care staff persons, ancillary staff persons, substitute personnel and volunteers shall have an orientation that includes the following:

1. Resident rights.
2. Emergency medical plan.
3. Mandatory reporting of abuse and neglect under the Older Adult Protective Services Act (35 P.S. §§ 10225.101—10225.5102).
4. Reporting of reportable incidents and conditions.

65b - Rights/Abuse 40 Hours (*continued*)**Description of Violation**

*Staff person A completed his/her 40th scheduled work hour on 1/30/2020. However, this staff person did not complete training in the following topics: emergency medical plan, reporting of reportable incidents and conditions.*

**Plan of Correction****Accept**

*Staff person A completed training for Resident and associate Incidents and accidents care in emergencies on 1/16/2020, also completed training on Emergency preparedness and Workplace safety on 1/16/2020. See attached document*

**Completion Date:** 01/16/2020

**Document Submission****Implemented**

*The Business Office Director, Personal Care Director and Wellspring Village Director were trained on the proper process of ensuring all required paperwork has been signed after training and kept in the associates file for department review.*