

Department of Human Services
Bureau of Human Service Licensing

November 15, 2021

[REDACTED]
LIFESPACE COMMUNITIES INC
[REDACTED]

RE: FRIENDSHIP VILLAGE OF SOUTH
HILLS
1296 BOYCE ROAD
UPPER SAINT CLAIR, PA, 15241
LICENSE/COCC#: 45077

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 10/21/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Jon Kimberland

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: *FRIENDSHIP VILLAGE OF SOUTH HILLS* License #: *45077* License Expiration Date: *11/18/2021*
 Address: *1296 BOYCE ROAD, UPPER SAINT CLAIR, PA 15241*
 County: *ALLEGHENY* Region: *WESTERN*

Administrator

Name: [REDACTED] Phone: *7249413100* Email: [REDACTED]

Legal Entity

Name: *LIFESPACE COMMUNITIES INC*
 Address: *4201 CORPORATE DRIVE, WEST DES MOINES, IA, 50266*
 Phone: *7249413100* Email: [REDACTED]

Certificate(s) of Occupancy

Type: *I-2* Date: *09/09/2019* Issued By: *Twp of Upper St Clair*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *110* Waking Staff: *83*

Inspection

Type: *Partial* Notice: *Unannounced* BHA Docket #:
 Reason: *Incident* Exit Conference Date: *10/21/2021*

Inspection Dates and Department Representative

10/21/2021 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *102* Residents Served: *79*

Special Care Unit

In Home: *Yes* Area: *Memory Care* Capacity: *32* Residents Served: *31*

Hospice

Current Residents: *8*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *79*
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*
 Have Mobility Need: *31* Have Physical Disability: *0*

Inspections / Reviews

10/21/2021 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *11/15/2021*

Inspections / Reviews *(continued)*

11/12/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*

Follow-Up Date: *11/15/2021*

11/15/2021 - Document Submission

Lead 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

On 10/4/21 at approximately 5:45 a.m., resident #1 pressed [REDACTED] call bell for assistance to use the restroom. Direct care staff person A went to resident #1's room to assist. When staff person A attempted to put shoes on resident #1, the resident informed staff person A that [REDACTED] did not want [REDACTED] shoes to be put on. Staff person A continued to try to put on the resident's shoes which agitated the resident to the point of yelling at staff person A to get out of [REDACTED] room and attempting to get assistance from a different staff person.

Plan of Correction

Accept

On 10/5/21 at 12PM, Staff person A was re-trained on person centered care, how to provide care with dignity and respect, and the importance of resident's values and preferences. Staff person A was also re-trained on resident rights and refusals of care. Interviews completed with other residents on 10/5/21. No other residents have been affected by this deficient practice.

All team members to be re-educated on dignity, respect, and person-centered care by 11/18/21. Ongoing compliance to be monitored by Nurse Care Coordinator and Administrator through annual training and resident grievance procedures.

Completion Date: 11/11/2021

Document Submission

Implemented

Please see attached re-training document with [REDACTED] from 10/5/21. Please also see follow up in-service from POC. [REDACTED] attended the in service on 11/11/21.