

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  395786	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  07/24/2025
NAME OF PROVIDER OR SUPPLIER  Pleasant View Communities		STREET ADDRESS, CITY, STATE, ZIP CODE  544 North Penryn Road Manheim, PA 17545	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
F 0585  Level of Harm - Minimal harm or potential for actual harm  Residents Affected - Some	Honor the resident's right to voice grievances without discrimination or reprisal and the facility must establish a grievance policy and make prompt efforts to resolve grievances.  (continued on next page)		

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER  
REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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<p>F 0585</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Based on facility policy review, observations, and resident and staff interviews, it was determined that the facility failed to provide residents access to grievance forms on one of three units observed (Third Floor); and failed to provide residents access to the right to file written grievances anonymously on three of three units observed (First, Second, and Third Floor). Findings include: Review of facility policy, titled Resident Grievances, last reviewed January 2025, read, in part, It is the policy of this facility to support each resident's and family member's right to voice grievances without discrimination, reprisal or fear of discrimination or reprisal. Grievances may be voiced in the following forums. Verbal complaint to a staff member or Grievance Official. Written complaint to a staff member or Grievance Official. Written complaint to an outside party. Verbal complaint during resident or family council meetings. Via the company toll free Customer Service Line (if applicable). A grievance may be filed anonymously. During a group interview with Residents 2, 6, 37, and 73 on July 23, 2025, at 9:59 AM, all four residents revealed they were not sure how to file a grievance, including how to file one anonymously. Observation on the Second-Floor unit on July 23, 2025, at 10:18 AM, revealed some grievance forms attached to a bulletin board. There was no designated box or folder, etc. to put the grievances in if residents would prefer to file a grievance anonymously. Another posting detailed the information for the Grievance Official and stated, If you have any concerns, please forward them to our social workers or contact the grievance official as listed above, thank you. Interview with Employee 1 (Nurse Aide) on July 23, 2025, at 10:18 AM, revealed she is not aware of where residents would put a grievance if they wanted to file anonymously but that they could bring it to Human Resources. Observation in the First-Floor unit on July 23, 2025, at 10:27 AM, revealed some grievance forms in a folder attached to a bulletin board. The folder had instructions on it that stated, If you have a concern, please complete the top section of the form and return it to social services, the Registered Nurse supervisor, or at any nurses station, thank you! During an interview with the Nursing Home Administrator (NHA) on July 23, 2025, at 10:37 AM, she revealed that the process for residents to file a grievance anonymously would be to contact herself or a social worker privately. Observation in the Third-Floor unit on July 23, 2025, at 10:39 AM, revealed a bulletin board that did not contain grievance forms. Employee 2 (Social Worker) then went to get blank grievance forms in a drawer in the locked nurse's station. Further observation on the unit failed to reveal a designated box or folder, etc. to put the grievances in if residents would prefer to file a grievance anonymously. Interview with the NHA on July 23, 2025, at 10:39 AM, revealed the forms are usually kept on the bulletin board and she is unsure as to why they were not there. During an interview with Employee 2 on July 23, 2025, at 10:41 AM, she revealed the process for residents to file a grievance anonymously would be to contact herself or the grievance official, and if they wanted it to be anonymous, they would not share who the grievance came from with other staff members; or residents can put their grievance in an envelope and hand it a staff member to give to the grievance official or herself. During a follow up interview with the NHA on July 23, 2025, at 10:54 AM, she revealed the facility was going to purchase drop boxes for the units so that residents can file written grievances anonymously, and she would expect residents to have the opportunity to file grievances anonymously. 28 Pa code 201.18(b)(2)(3) Management 28 Pa code 201.29(a) Resident rights</p>		