

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

August 31, 2023

[REDACTED], COO  
THREE READING, LP  
[REDACTED]  
C/O HERITAGE SENIOR LIVING  
BLUE BELL, PA, 19422

RE: THE MANOR AT MARKET SQUARE  
803 PENN STREET  
READING, PA, 19601  
LICENSE/COC#: 20589

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 07/20/2023 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]  
Human Services Licensing Supervisor

cc: Pennsylvania Bureau of Human Service Licensing

**Facility Information**

Name: *THE MANOR AT MARKET SQUARE* License #: *20589* License Expiration: *10/20/2023*  
 Address: *803 PENN STREET, READING, PA 19601*  
 County: *BERKS* Region: *NORTHEAST*

**Administrator**

Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED]

**Legal Entity**

Name: *THREE READING, LP*  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *I-2* Date: *05/31/2019* Issued By: *City of Reading*  
 Type: *C-2 LP* Date: *08/01/2000* Issued By: *L&I*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *82* Waking Staff: *62*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Complaint, Incident* Exit Conference Date: *07/20/2023*

**Inspection Dates and Department Representative**

07/20/2023 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: *80* Resident Served: *60*

**Secured Dementia Care Unit**  
 In Home: *Yes* Area: *1st floor* Capacity: *22* Resident Served: *13*

**Hospice**  
 Current Resident : *5*

**Number of Residents Who:**  
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *60*  
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*  
 Have Mobility Need: *22* Have Physical Disability: *1*

**Inspections / Reviews**

07/20/2023 Partial  
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *08/27/2023*

Inspections / Reviews *(continued)*

## 08/28/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 08/30/2023

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 08/31/2023

## 08/31/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 08/30/2023

Reviewer: [REDACTED]

Follow-Up Type: Not Required

## 85a - Sanitary Conditions

**1. Requirements**

2600.

85.a. Sanitary conditions shall be maintained.

**Description of Violation**

*Rodent feces were found on the floor of a chemical closet that is located inside the kitchen. There were traps also located in this closet, but there was no evidence the feces are being cleaned up.*

**Plan of Correction****Accept (████ - 08/28/2023)**

*On 7/20/2023, our Maintenance Director immediately cleaned the feces found in the chemical closet. Beginning 7/27/2023, the Maintenance Director and/or Maintenance Assistant, began performing weekly checks to ensure cleanliness of the closets. These logs will be reviewed during our quarterly QA meeting.*

**Licensee's Proposed Overall Completion Date: 08/25/2023**

**Implemented (████ - 08/31/2023)**

## 85b - Infestation

**2. Requirements**

2600.

85.b. There may be no evidence of infestation of insects or rodents in the home.

**Description of Violation**

*There is an on-going rodent infestation problem. Rodents have been reported in the kitchen, dining rooms, a resident room, a break room, the atrium, and in offices. The incident report submitted to the Department on 6/8/2023 stated a pest control company will be in the home 2-3 times a week, there is no evidence this is happening.*

**Plan of Correction****Accept (████ - 08/28/2023)**

*Beginning the end of May, Ehrlich had increased their visits to twice weekly; however, their Operations Manager failed to log his visits. The Operations Manager was immediately notified that his visits needed to be logged as well as the technicians. Around the time of this inspection, 7/20/23, the evidence of a rodent infestation dramatically decreased and Ehrlich's visit were decreased to weekly. Beginning 8/22/23, our Maintenance Director will audit Ehrlich's logs monthly to ensure they are signing in and providing appropriate documentation. We will notify Ehrlich of any changes or concerns*

**Licensee's Proposed Overall Completion Date: 08/25/2023**

**Implemented (████ - 08/31/2023)**