

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

November 2, 2023

[REDACTED]  
PARKLAND MANOR LLC  
[REDACTED]  
[REDACTED]

RE: PARKLAND MANOR  
4636 CRACKERSPORT ROAD  
ALLENTOWN, PA, 18104  
LICENSE/COC#: 22823

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 09/25/2023, 10/06/2023, 10/13/2023, 10/16/2023 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]  
[REDACTED]

cc: Pennsylvania Bureau of Human Service Licensing

**Facility Information**

Name: *PARKLAND MANOR* License #: *22823* License Expiration: *10/09/2024*  
 Address: *4636 CRACKERSPORT ROAD, ALLENTOWN, PA 18104*  
 County: *LEHIGH* Region: *NORTHEAST*

**Administrator**

Name: [Redacted] Phone: [Redacted] Email: [Redacted]

**Legal Entity**

Name: *PARKLAND MANOR LLC*  
 Address: [Redacted]  
 Phone: [Redacted] Email: [Redacted]

**Certificate(s) of Occupancy**

Type: *I-2* Date: *03/21/2020* Issued By: *Whitehall Township, Pa.*

**Staffing Hours**

Resident Support Staff: *65* Total Daily Staff: *170* Waking Staff: *128*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Complaint, Incident* Exit Conference Date: *10/16/2023*

**Inspection Dates and Department Representative**

09/25/2023 - Off-Site: [Redacted]  
 10/06/2023 - Off-Site: [Redacted]  
 10/13/2023 - Off-Site: [Redacted]  
 10/16/2023 - Off-Site: [Redacted]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: *80* Residents Served: *65*

**Secured Dementia Care Unit**  
 In Home: *Yes* Area: *First Floor* Capacity: *35* Residents Served: *22*

**Hospice**  
 Current Residents: *10*

**Number of Residents Who:**  
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *65*  
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*  
 Have Mobility Need: *40* Have Physical Disability: *0*

**Inspections / Reviews**

09/25/2023 - Partial  
 Lead Inspector: [Redacted] Follow-Up Type: *POC Submission* Follow-Up Date: *11/06/2023*

10/30/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 10/30/2023

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 11/06/2023

11/02/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 10/30/2023

Reviewer: [REDACTED]

Follow-Up Type: Not Required

## 227h - Support Plan Refuse Sign

**1. Requirements**

2600.

227.h. If a resident or designated person is unable or chooses not to sign the support plan, a notation of inability or refusal to sign shall be documented.

**Description of Violation**

Resident #1's Resident Assessment and Support Plan (RASP) dated [REDACTED]/23 did not indicate if resident #1 was unable to participate, declined to participate and refused to sign or was unable to sign the RASP.

**Plan of Correction****Accept [REDACTED] - 10/30/2023)**

In response to the violation 227 h by the Pennsylvania Bureau of Human Service Licensing, on 10/16/2023, administration was notified by BHSL that Resident #1's RASP was not signed nor indicated that unable to sign. When Resident #1 was a resident at Parkland Manor, [REDACTED] did refuse to sign the RASP. Due to resident being discharged on [REDACTED]/2023, [REDACTED] was unable to sign at this time.

To enhance the currently compliant operations, on 10/30/2023 administration and wellness will check RASPs to ensure they are signed and if resident did refuse a signature, it will be indicated appropriately on the RASP, this will be monitored through 12/30/2023.

To ensure ongoing compliance, administration and wellness will check RASPs on a weekly basis.

Preparation and submission of this Plan of Correction does not constitute an admission or agreement by the personal care home of the truth of the facts alleged or of the correctness of the conclusion set forth on the License Inspection Summary. This Plan of Correction is prepared and submitted to meet requirements under state law. The personal care home reserves any and all applicable rights to appeal pursuant to 55 Pa. Code §55 Pa. Code 20 et seq. and 2600.263. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 12/30/2023

**Implemented [REDACTED] - 11/02/2023)**