

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

February 14, 2024

[REDACTED]  
INSINGERS PERSONAL CARE HOMES WEST INC  
[REDACTED]

RE: INSINGERS PERSONAL CARE  
HOMES WEST  
124 EMERY STREET  
WILLIAMSPORT, PA, 17701  
LICENSE/COC#: 22745

[REDACTED],  
  
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 12/26/2023 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]

cc: Pennsylvania Bureau of Human Service Licensing

**Facility Information**

Name: *INSINGERS PERSONAL CARE HOMES WEST* License #: *22745* License Expiration: *03/01/2024*  
 Address: *124 EMERY STREET, WILLIAMSPORT, PA 17701*  
 County: *LYCOMING* Region: *NORTHEAST*

**Administrator**

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

**Legal Entity**

Name: *INSINGERS PERSONAL CARE HOMES WEST INC*  
 Address: [Redacted]  
 Phone: [Redacted] Email: [Redacted]

**Certificate(s) of Occupancy**

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *17* Waking Staff: *13*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #: [Redacted]  
 Reason: *Complaint* Exit Conference Date: *12/27/2023*

**Inspection Dates and Department Representative**

*12/26/2023 - Off-Site:* [Redacted]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: *29* Residents Served: *17*

**Secured Dementia Care Unit**  
 In Home: *No* Area: [Redacted] Capacity: [Redacted] Residents Served: [Redacted]

**Hospice**  
 Current Residents: *17*

**Number of Residents Who:**  
 Receive Supplemental Security Income: *16* Are 60 Years of Age or Older: *10*  
 Diagnosed with Mental Illness: *17* Diagnosed with Intellectual Disability: *1*  
 Have Mobility Need: *0* Have Physical Disability: *0*

**Inspections / Reviews**

**12/27/2023 - Partial**  
 Lead Inspector: [Redacted] Follow-Up Type: *POC Submission* Follow-Up Date: *01/26/2024*

**01/24/2024 - POC Submission**  
 Submitted By: [Redacted] Date Submitted: *02/14/2024*  
 Reviewer: [Redacted] Follow-Up Type: *POC Submission* Follow-Up Date: *01/31/2024*

Inspections / Reviews (*continued*)

## 02/14/2024 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 02/14/2024

Reviewer: [REDACTED]

Follow-Up Type: *Bypass Document  
Submission*

## 02/14/2024 - Bypass Document Submission

Submitted By: [REDACTED]

Date Submitted: 02/14/2024

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

## 16c - Written Incident Report

**1. Requirements**

2600.

16.c. The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in § 2600.15 (relating to abuse reporting covered by law).

**Description of Violation**

On or about [REDACTED], Resident [REDACTED] departed the home and was gone for several days before [REDACTED] whereabouts were determined. After the first 24 hours of being out of the home, the Home failed to submit an Incident Report to the Northeastern Regional Office reporting the resident missing.

*A PCH resident gone for 24 hours is a Reportable Incident.*

**Plan of Correction**

Accepted [REDACTED] - 02/14/2024)

*If a reportable incident occurs the staff will immediately report it to the administrator, [REDACTED]. An incident report will be completed at the time of incident by the staff or administrator. The report will outline all details of the incident and identify all persons involved. The administrator will submit the incident to the DHS's regional office within 24 hours of the occurrence.*

*An unexplained absence of a resident for more than 24 hours shall warrant an incident report by the administrator. The administrator will investigate the incident and submit a final written report to the DHS.*

*In the case above, the resident had gone to the emergency room and was kept overnight. [REDACTED] caseworker was notified and followed up with the administrator the details of the resident's absence. The resident never returned to the home because [REDACTED] left on the final day of [REDACTED] move out date. Please see the attached home regulations. Regulation on incident reports is posted with the staff notices and reviewed during staff meetings. Attached find the protocol for the personal care home regarding incident reports. The administrator is ultimately the person in charge of fixing and maintaining policies.*

**Licensee's Proposed Overall Completion Date:** 02/05/2024

Implemented [REDACTED] - 02/14/2024)