

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

July 2, 2024

[REDACTED]  
GLENMAURA SENIOR LIVING AT MONTAGE LLC  
[REDACTED]  
[REDACTED]

RE: GLENMAURA SENIOR LIVING  
11 GLENMAURA NATIONAL BLVD  
MOOSIC, PA, 18507  
LICENSE/COC#: 22845

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/05/2024 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: *GLENMAURA SENIOR LIVING* License #: *22845* License Expiration: *12/06/2024*  
 Address: *11 GLENMAURA NATIONAL BLVD, MOOSIC, PA 18507*  
 County: *LACKAWANNA* Region: *NORTHEAST*

**Administrator**

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

**Legal Entity**

Name: *GLENMAURA SENIOR LIVING AT MONTAGE LLC*  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *I-1* Date: *10/01/2019* Issued By: *L&I*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *113* Waking Staff: *85*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Complaint* Exit Conference Date: *06/05/2024*

**Inspection Dates and Department Representative**

*06/05/2024 - On-Site:* [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: *100* Residents Served: *83*

**Secured Dementia Care Unit**  
 In Home: *Yes* Area: *na* Capacity: *24* Residents Served: *22*

**Hospice**  
 Current Residents: *4*

**Number of Residents Who:**  
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *83*  
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*  
 Have Mobility Need: *30* Have Physical Disability: *0*

**Inspections / Reviews**

**06/05/2024 - Partial**  
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *06/30/2024*

**06/26/2024 - POC Submission**  
 Submitted By: [REDACTED] Date Submitted: *07/01/2024*  
 Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *07/02/2024*

Inspections / Reviews *(continued)*

07/02/2024 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 07/01/2024

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

5a1 - DHS Access

1. Requirements

2600.

5.a. The administrator or a designee shall provide, upon request, immediate access to the home, the residents and records to:

- 1. Agents of the Department.

Description of Violation

On [REDACTED], at [REDACTED] an agent of the Department, requested access to employee timecards to calculate staffing hours. Staff person A reported that timecards would not be available until after legal was consulted. Timecards were not provided to the department representative until [REDACTED] at [REDACTED].

Plan of Correction

Accept [REDACTED] - 06/26/2024)

On [REDACTED] designated staff were asked to provide payroll records to a DHS inspector. No one on staff at that time had access to the payroll program as it contains private employee financial information. The administrator requested extra time to contact the payroll company and request help from them to access a report that showed only hours worked and not any private financial information. The time sheet report was emailed to DHS inspector immediately after contacting the payroll company and consulting with legal counsel which occurred over two business days and DHS received the requested information on [REDACTED]. In the future the administrator and the designee are aware of how to access the payroll report and will be able to expedite the information as soon as possible.

Licensee's Proposed Overall Completion Date: 06/25/2024

Implemented [REDACTED] - 07/02/2024)