

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

July 31, 2025

[REDACTED], DIRECTOR  
MILLCREEK MANOR  
[REDACTED]

RE: LECOM PARKSIDE AT GLENWOOD  
41 WEST GORE ROAD  
ERIE, PA, 16509  
LICENSE/COC#: 45384

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/21/2025 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: *LECOM PARKSIDE AT GLENWOOD* License #: *45384* License Expiration: *06/03/2025*  
 Address: *41 WEST GORE ROAD, ERIE, PA 16509*  
 County: *ERIE* Region: *WESTERN*

**Administrator**

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

**Legal Entity**

Name: *MILLCREEK MANOR*  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *C-2 LP* Date: *09/19/2002* Issued By: *L&I*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *76* Waking Staff: *57*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Incident* Exit Conference Date: *01/21/2025*

**Inspection Dates and Department Representative**

01/21/2025 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: *144* Residents Served: *52*

**Secured Dementia Care Unit**  
 In Home: *Yes* Area: *SDCU* Capacity: *16* Residents Served: *14*

**Hospice**  
 Current Residents: *5*

**Number of Residents Who:**  
 Receive Supplemental Security Income: *12* Are 60 Years of Age or Older: *52*  
 Diagnosed with Mental Illness: *5* Diagnosed with Intellectual Disability: *2*  
 Have Mobility Need: *24* Have Physical Disability: *2*

**Inspections / Reviews**

01/21/2025 - Partial  
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *02/21/2025*

02/25/2025 - POC Submission  
 Submitted By: [REDACTED] Date Submitted: *03/11/2025*  
 Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *03/11/2025*

Inspections / Reviews *(continued)*

07/31/2025 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 03/11/2025

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

42p - Restraints

1. Requirements

2600.  
42.p. A resident shall be free from restraints.

Description of Violation

On 01/01/2025 at approximately 8:00 p.m., staff person A and staff person B were assisting resident #1 with personal care in the resident's room. Staff person A sat on resident #1, straddling the resident's legs on the edge of [redacted] bed, while holding both of the resident's arms down. Staff person A then told staff person B to hurry up and put the resident's incontinence brief on the resident. Resident #1 was physically unable to get up off of the bed during this incident.

Plan of Correction

Accept ([redacted] - 02/25/2025)

Parkside Glenwood will remain a restraint-free environment.  
Staff member A and B were issued Collins learning, an educational platform, post incident. Staff member B completed 3 courses; Restrain-Free care, Restraint-Free environment and Abuse and Neglect in Healthcare, between 1/23/2025 and 1/31/25. The post-test revealed 100% accuracy.  
Staff member A was terminated due to an unrelated issue on [redacted] prior to completing issued training.  
All Parkside Glenwood Staff received training regarding Abuse, neglect and mandatory reporting, presented by Director of Operations, [redacted], during a full house Inservice on 2/6/25. Staff unable to attend the training on 2/6/25, received individual training by reviewing the power point presentation with Administrator, [redacted] and/or Director of Operations, [redacted].  
  
Education will be provided to all Direct care staff, via an in-service between 3/6/25 and 3/14/25. Education and training will be provided by Director of Operations, [redacted] and will include education regarding providing a restraint free environment.

Licensee's Proposed Overall Completion Date: 03/31/2025

Implemented ([redacted] - 07/31/2025)

202 - Prohibitions

2. Requirements

2600.  
202. The following procedures are prohibited:  
6. A manual restraint, defined as a hands-on physical means that restricts, immobilizes or reduces a resident's ability to move his arms, legs, head or other body parts freely, is prohibited. A manual restraint does not include prompting, escorting or guiding a resident to assist in the ADLs or IADLs.

Description of Violation

On 01/01/2025 at approximately 8:00 p.m., staff person A and staff person B were assisting resident #1 with personal care in the resident's room. Staff person A sat on resident #1, straddling the resident's legs on the edge of [redacted] bed, while holding both of the resident's arms down. Staff person A then told staff person B to hurry up and put the resident's incontinence brief on the resident. Resident #1 was physically unable to get up off of the bed during this incident.

Plan of Correction

Accept ([redacted] - 02/25/2025)

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Staff member A and B were issued Collins learning, an educational platform, post incident. Staff member B completed 3 courses; Restrain-Free care, Restraint-Free environment and Abuse and Neglect in Healthcare,

**202 - Prohibitions (continued)**

between 1/23/2025 and 1/31/25. The post-test revealed 100% accuracy.

Staff member A was terminated due to an unrelated issue on [REDACTED] prior to completing issued training.

All Parkside Glenwood Staff received training regarding Abuse, neglect and mandatory reporting, presented by Director of Operations, [REDACTED], during a full house Inservice on 2/6/25. Staff unable to attend the training on 2/6/25, received individual training by reviewing the power point presentation with Administrator, [REDACTED] and/or Director of Operations, [REDACTED].

Education will be provided to all Direct care staff, via an in-service between 3/6/25 and 3/14/25. Education and training will be provided by Director of Operations, [REDACTED] and will include education regarding providing a restraint free environment.

**Licensee's Proposed Overall Completion Date:** 03/31/2025

**Implemented ( [REDACTED] - 07/31/2025)**