

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

March 18, 2025

[REDACTED]  
WELLTOWER OPCO GROUP LLC

[REDACTED]  
ATTN LICENSING  
[REDACTED]

RE: SUNRISE OF UPPER ST. CLAIR  
500 VILLAGE DRIVE  
UPPER ST. CLAIR, PA, 15241  
LICENSE/COC#: 44882

[REDACTED],  
  
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 02/13/2025 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: *SUNRISE OF UPPER ST. CLAIR* License #: *44882* License Expiration: *12/15/2025*  
 Address: *500 VILLAGE DRIVE, UPPER ST. CLAIR, PA 15241*  
 County: *ALLEGHENY* Region: *WESTERN*

**Administrator**

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

**Legal Entity**

Name: *WELLTOWER OPCO GROUP LLC*  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

**Staffing Hours**

Resident Support Staff: Total Daily Staff: *120* Waking Staff: *90*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Complaint, Incident* Exit Conference Date: *02/13/2025*

**Inspection Dates and Department Representative**

02/13/2025 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: *94* Residents Served: *81*

**Secured Dementia Care Unit**  
 In Home: *Yes* Area: *3rd Floor* Capacity: *36* Residents Served: *30*

**Hospice**  
 Current Residents: *28*

**Number of Residents Who:**  
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *81*  
 Diagnosed with Mental Illness: *1* Diagnosed with Intellectual Disability: *0*  
 Have Mobility Need: *39* Have Physical Disability: *0*

**Inspections / Reviews**

02/13/2025 Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *02/28/2025*

02/27/2025 - POC Submission

Submitted By: [REDACTED] Date Submitted: *03/18/2025*  
 Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *03/05/2025*

Inspections / Reviews *(continued)*

03/03/2025 POC Submission

Submitted By: [REDACTED] Date Submitted: 03/18/2025

Reviewer: [REDACTED] Follow Up Type: Document Submission Follow Up Date: 03/19/2025

03/18/2025 Document Submission

Submitted By: [REDACTED] Date Submitted: 03/18/2025

Reviewer: [REDACTED] Follow Up Type: Not Required

## 42c - Treatment of Residents

## 1. Requirements

2600.

42.c. A resident shall be treated with dignity and respect.

## Description of Violation

On [REDACTED] at approximately 10:00pm, staff persons A and B were screaming, yelling obscenities and threatening each other in the lobby of the home. Numerous residents and staff persons overheard the altercation and police were contacted and dispatched to the home.

## Plan of Correction

Directed [REDACTED] - 03/03/2025)

On [REDACTED] Immediate action was taken by the Executive Director to coordinate the separation of team members. Local police were called to support. ED and appointed leadership received statements from both TM's. TMs were placed on admin leave while full investigation was conducted. Both TMs were terminated as a result of the investigation.

On 1/29/2025 action was taken by ED in coordination with community maintenance to change front door coded lock regarding resident safety.

On 1/30/2025 action was taken by the Executive Director and Personal care director to interview all residents who might have been affected by team member actions ensuring resident safety. Documentation to be kept.

Education provided on 1/30/2025 by the Executive director to all Team members on Treatment of residents in coordination with Regulation 2600.42.c. treating all residents with dignity and respect. Record of education to be kept.

During the onboarding phase of employment all prospected Team Members to sit down with ED or Designee to discuss Resident Rights. Moving forward a larger emphasis on respect and dignity will be implemented into this process with a tailored focus on communicating team member to team member and how it may affect the resident.

Beginning 1/30/2025, the Executive director, or Department coordinator to monitor all new team members Dignity and Respect training for accuracy and compliance in coordination with regulation 2600.42.c. Documentation to be kept.

Beginning on 3/5/2025 the Executive Director or Designated staff person shall interview, in private, 3 different residents per week for 6 months to ensure residents are treated with dignity and respect. Documentation of interviews to be kept.

Beginning 2/28/2025 and ongoing, this plan of correction will be discussed and evaluated quarterly for two quarters by the ED and department coordinators at the quality management (QAPI) meeting held on 3/13/2025 to verify it is still effective. If not effective, it will be amended and new POC and training will be implemented and monitored to verify the violation does not occur again.

42c Treatment of Residents (continued)

Proposed Overall Completion Date: ~~09/05/2025~~ (UNACCEPTABLE COMPLETION DATE LM 3/3/25)

Directed Completion Date: 03/19/2025

Implemented ( [REDACTED] 03/18/2025)