



Pennsylvania Department of Human Services

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: AUGUST 20, 2025

[REDACTED]
AL One PA Investments Opco, LLC
[REDACTED]

RE: Sunrise of Exton
200 Sunrise Boulevard
Exton, Pennsylvania 19341
License #: 144891

Dear [REDACTED]:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department) licensing inspection April 8, 2025 and August 11, 2025 of the above facility, the violations specified on the enclosed Licensing Inspection Summary (LIS) were found.

Based on violations with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes), the Department hereby REVOKES your certificate of compliance 144890 dated February 10, 2025 to February 10, 2026 and issues you a FIRST PROVISIONAL license to operate the above facility. A FIRST PROVISIONAL license is being issued based on your acceptable plan to correct the violations as specified on the LIS. This decision is made pursuant to 62 P.S. § 1026(b)(1) ;(4) and 55 Pa. Code § 20.71(a)(2) ;(3) ;(4) ;(5) ;(6) (relating to conditions for denial, nonrenewal or revocation). Your FIRST PROVISIONAL license is enclosed and is valid from August 20, 2025 to February 20, 2026.

All violations specified on the LIS must be corrected by the dates specified on the report and continued compliance with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes), must be maintained. Failure to implement the plan of correction or failure to maintain compliance may result in a revocation of the license.

If you disagree with the decision to issue a FIRST PROVISIONAL license, you have the right to appeal through hearing before the Bureau of Hearings and Appeals, Department of Human Services in accordance with 1 Pa. Code Part II, Chapters 31-35.

[REDACTED]

If you decide to appeal your FIRST PROVISIONAL license, a written request for an appeal must be received within 10 days of the date of this letter by:

[REDACTED]
Pennsylvania Department of Human Services
Bureau of Human Services Licensing
Forum Place, 6th Floor
PO Box 2675
Harrisburg, PA 17105-2675
PH: 717-265-8942

This decision is final 11 days from the date of this letter, or if you decide to appeal, upon issuance of a decision by the Bureau of Hearings and Appeals.

Sincerely,



Juliet Marsala
Deputy Secretary
Office of Long-term Living

Enclosure
Licensing Inspection Summary

cc:

[REDACTED]

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

Facility Information

Name: *SUNRISE OF EXTON* License #: *14489* License Expiration: *02/10/2026*
Address: *200 SUNRISE BOULEVARD, EXTON, PA 19341*
County: *CHESTER* Region: *SOUTHEAST*

Administrator

Name: [REDACTED]

Legal Entity

Name: *AL ONE PA INVESTMENTS OPCO LLC*
Address: [REDACTED]

Certificate(s) of Occupancy

Type: *I-1* Date: *12/19/2018* Issued By: *Whiteland Township*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *68* Waking Staff: *51*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Complaint* Exit Conference Date: *05/30/2025*

Inspection Dates and Department Representative

04/08/2025 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *106* Residents Served: *38*

Secured Dementia Care Unit

In Home: *Yes* Area: *scdu* Capacity: *39* Residents Served: *14*

Hospice

Current Residents: *6*

Number of Residents Who:

Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *38*
Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *0*
Have Mobility Need: *30* Have Physical Disability: *0*

Inspections / Reviews

04/08/2025 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *06/29/2025*

06/30/2025 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 08/01/2025

Reviewer: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 07/03/2025

07/28/2025 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 08/01/2025

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 08/01/2025

08/12/2025 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 08/01/2025

Reviewer: [REDACTED]

Follow-Up Type: Enforcement

42b - Abuse

1. Requirements

2600.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

Description of Violation

Resident #1 moved into the home on [REDACTED]/24 with a diagnosis of Diabetes Mellitus with long term current use of insulin, according to a Documentation of a Medical Evaluation (DME) completed on [REDACTED]/24 by the resident's primary care physician following a full physician evaluation. The resident was transferring from another licensed personal care home and wanted to be admitted prior to the end of the month. To facilitate the transfer the home forced the resident to use the house physician rather than use the residents primary care physician, before they would permit admission, and required a new DME prior to admission.

A new DME was completed by staff A and B on [REDACTED]/24 and signed by the house physician group. The new DME did not include the residents long term need for insulin use. Staff C suggested the residents blood sugar be monitored for five days before deciding insulin was needed, as recommended by the house physician. From [REDACTED]/24 through [REDACTED] 24, Resident #1 did not receive any insulin despite high blood glucose readings as follows:

11/29/24 8:17pm - reading 220

11:30/24 9:00pm - reading 226

12/1/24 11:17am - reading 300

12/1/24 6:14pm - reading 200

12/2/24 9:02am - reading 187

12/2/24 7:47pm - reading 240

12/3/24 10:22am - reading 257

12/3/24 8:46pm - reading 226

12/4/24 8:24am - reading 249

12/4/24 8:34pm - reading 212

The neglect to administer the resident a long-standing need for insulin resulted in admission to the hospital on [REDACTED]/25 with an admitting diagnosis of moderate malnutrition, Hyponatremia, and Hyperglycemia. The resident was a Type 2 Diabetic since 2023 and insulin dependent. In addition, both DME's indicated the resident's weight was 147lbs and the admitting weight to the hospital was noted as 114lbs.

Resident #1 passed away on 12/21/24.

Plan of Correction

Accept [REDACTED] - 07/28/2025)

It is important for the safety, dignity, and well-being of all residents, that the community upholds each resident's right to make informed medical decisions and to receive care from the physician of their choice. All staff and healthcare providers are expected to respect and honor these preferences while making medically sound decisions that prioritize the health and welfare of every resident. Following the incident, Staff Persons A and B are no longer employed at the community. Additionally, the in-house physician involved has been removed from the community. On June 27, 2025, Executive Director [REDACTED] provided re-education to the Director of Sales and Marketing and the Memory Care Director on Resident Rights, Prevention of Abuse and Neglect, and Respect for Resident Choice in Medical Care. A supplemental healthcare form has been created and implemented for residents to indicate their chosen physician upon admission. A new admission checklist has been developed, to be completed by the Director of Health and Wellness (DHW) or their designee and then reviewed by the DHW. The DHW or designee will review all

42b - Abuse (continued)

new residents' DME's prior to move-in. All new DME's and medication lists will be reviewed by the DHW and Primary Care Provider (PCP) upon move-in. During the resident's initial visit, the DME and medication list will be reviewed again by the PCP in coordination with the resident. The DHW will conduct annual reviews of all DME in collaboration with the PCP. Prescreens, DME requirements, and care plans are now reviewed with all new employees on Day One of orientation and annually thereafter. Our new Director of Health and Wellness will receive comprehensive in-service training on Resident Rights, Resident Choice, Abuse Prevention, and Regulatory Compliance upon hire. All new department directors will receive mandatory orientation on Resident Rights, Abuse and Neglect, and honoring resident choice in all aspects of care. Discussions on neglect prevention will be included in monthly staff meetings for the next six months, and quarterly thereafter.

Licensee's Proposed Overall Completion Date: 07/02/2025

Not Implemented [redacted] - 08/12/2025)

42y - Health Care Choice

2. Requirements

2600.

42.y. A resident has the right to choose his own health care providers without limitation by the home. This includes the right to select the resident's own pharmacist provided that the pharmacy agrees to supply medications in a way that is compatible with the home's system for handling and assisting with the self-administration of resident medications.

Description of Violation

Resident #1 prefers their personal physician to provide medical care. However, Staff Person A and Staff Person B required Resident #1 to use the home's physician in order for to be admitted. Resident #1 was admitted to the home on [redacted] 2024 after agreeing to use the house physician.

Plan of Correction

Accept [redacted] - 06/30/2025)

It is important for the safety and well being of our residents that we to protect the rights of all residents, including their right to freely choose their healthcare providers. Upon contract signing, all residents will be informed by the director of sales and marketing or designee, of their right to select their own healthcare providers without influence or restriction. This right will be respected by all team members and healthcare partners within our community. Staff Persons A and B, who were involved in these actions are no longer employed at our community. Through the week of June 23rd, Executive director, [redacted], completed resident interviews to ensure all residents are satisfied with their current provider. On June 27, 2025, Executive Director [redacted] conducted a re-education session for the Director of Sales and Marketing and the Memory Care Director. This training covered resident rights, the importance of honoring resident choice in healthcare decisions, and ethical standards related to resident autonomy. Upon hire, the new Director of Health and Wellness will receive in-service training on resident rights, with specific emphasis on healthcare choice. This training will be incorporated into their orientation process. Moving forward, all newly hired directors and nursing personnel will receive mandatory orientation and ongoing education regarding resident rights, abuse prevention, and the right to choose healthcare providers.

Licensee's Proposed Overall Completion Date: 06/29/2025

Not Implemented [redacted] - 08/12/2025)