



Pennsylvania  
**Department of Human Services**

**CERTIFIED MAIL – RETURN RECEIPT REQUESTED**

**MAILING DATE: MAY 16, 2025**

[REDACTED]  
Mentor ABI LLC  
6816 West Lake Road  
Fairview, Pennsylvania 16415

RE: Neurorestorative Pennsylvania  
License #: 44663

Dear [REDACTED]:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department), licensing inspection on April 16, 2025 of the above facility, that is operating pending an appeal, the violations with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed Licensing Inspection Summary were found.

Correction of these violations in accordance with the specified plan of correction is required. Failure to correct these violations may result in further licensing enforcement action.

Sincerely,

A handwritten signature in black ink that reads "Juliet Marsala".

Juliet Marsala  
Deputy Secretary  
Office of Long-term Living

Enclosure  
Licensing Inspection Summary

**Facility Information**

Name: *NEURORESTORATIVE PENNSYLVANIA* License #: *44663* License Expiration: *09/26/2024*  
 Address: *6816 WEST LAKE ROAD, FAIRVIEW, PA 16415*  
 County: *ERIE* Region: *WESTERN*

**Administrator**

Name: [REDACTED]

**Legal Entity**

Name: *MENTOR ABI LLC*  
 Address: *6816 WEST LAKE ROAD, FAIRVIEW, PA, 16415*  
 Phone: [REDACTED]

**Certificate(s) of Occupancy**

Type: *I-1* Date: *01/26/2015* Issued By: *Fairview Township*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *15* Waking Staff: *11*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Incident, Monitoring* Exit Conference Date:

**Inspection Dates and Department Representative**

04/16/2025 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

General Information			
License Capacity: <i>8</i>	Residents Served: <i>8</i>		
Secured Dementia Care Unit			
In Home: <i>No</i>	Area:	Capacity:	Residents Served:
Hospice			
Current Residents: <i>0</i>			
Number of Residents Who:			
Receive Supplemental Security Income: <i>7</i>	Are 60 Years of Age or Older: <i>7</i>		
Diagnosed with Mental Illness: <i>8</i>	Diagnosed with Intellectual Disability: <i>0</i>		
Have Mobility Need: <i>7</i>	Have Physical Disability: <i>7</i>		

**Inspections / Reviews**

04/16/2025 - Partial  
 Lead Inspector: [REDACTED] Follow-Up Type:

## 42c - Treatment of Residents

## 1. Requirements

2600.

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

## Description of Violation

Resident #1 is diagnosed with a [REDACTED] (TBI) and requires some physical assistance with bladder management. Staff are required to empty and clean his urinal after every use. On 3/15/25, staff person A told resident #1 that the resident is a grown [REDACTED] and shouldn't have a urinal in [REDACTED] pants and questioned why the resident kept doing this. Resident #1 agreed with staff person A who made the resident feel bad that [REDACTED] wasn't using the bathroom like a [REDACTED].

## Plan of Correction

Directed [REDACTED] - 05/14/2025)

Directed: Per the home's Program Manager on [REDACTED]/25, staff person A was disciplined for the incident via final written warning and trained on dignity and respect. Staff person A is scheduled to receive additional trainings throughout May 2025. [REDACTED] 5/14/2025

Directed: Within 24 hours of receipt of the plan of correction - The administrator will ensure through enhanced staffing levels that staff person A does not provide unsupervised care or services to resident #1 for at least 6 months without incident. [REDACTED] 5/14/2025

Directed: Within 7 days of receipt of the plan of correction - The administrator will review the home's training plan pursuant to §2600.66 and take remedial action to improve the quality of residents rights training in accordance with §2600.65(b)(1) and §2600.65(g)(3). [REDACTED] 5/14/2025

Directed: Within 30 days of receipt of the plan of correction - All staff persons will receive training on dignified and respectful treatment of residents from an outside source. The training(s) will be recorded in accordance with §2600.65(i). [REDACTED] 5/14/2025

Directed: Within 30 days of receipt of the plan of correction - The administrator will hold a quality management plan review and evaluation in accordance with §2600.26(b)(1) - (5). Emphasis will be placed on staff training, licensing violations and these directed plans of correction. Specific measures will be implemented by the administrator for areas needing improvement and regulatory compliance in accordance with §2600.26(c). [REDACTED] 5/14/2025

Directed Completion Date: 06/30/2025

## 60a - Staff/Support Plan

## 2. Requirements

2600.

60.a. Staffing shall be provided to meet the needs of the residents as specified in the resident's assessment and support plan.

## Description of Violation

Resident #1's assessment and support plan, dated [REDACTED]/24, resident #2's assessment and support plan, dated [REDACTED]/24, and resident #3's assessment and support plan, dated [REDACTED]/25, each indicate the residents require the assistance of 2 staff for transferring in/out of bed/chair and for toileting. At admission, all residents sign a structured day program

**60a - Staff/Support Plan (continued)**

agreement indicating they will attend the therapeutic recreational activity center (TRAC) program, not located in the home, Monday through Friday. Resident #1, resident #2 and resident #3 were unable to attend the TRAC program on 3/4/25, 3/6/25, 3/7/25, 3/10/25, 3/11/25, 3/17/25, 4/1/25, 4/2/25, 4/3/25, 4/4/25, 4/7/25 and 4/9/25 because the home had inadequate staff to accompany the residents at the program.

**Plan of Correction****Directed** [REDACTED] 05/14/2025)

*Directed: Within 1 week of receipt of the plan of correction - The administrator will review each resident's assessment and support plan and create a tailored staffing plan with enhanced staffing levels to adequately meet the residents' needs at all times. The staffing plan will include substitute personnel coverage in accordance with §2600.61 and transportation assistance in accordance with §2600.171(b)(4) and (7). B.S. 5/14/2025*

*Directed: Within 2 weeks of receipt of the plan of correction - The administrator will implement monitoring protocols to ensure the staffing plan is effective. The administrator or designee will review schedules at least weekly. Monitoring protocols will include, at a minimum, the administrator's or designee's twice per week unannounced observations of staffing in the home and at the TRAC program, along with weekly resident and staff interviews related to staffing patterns and meeting the needs of the residents. [REDACTED] 5/14/2025*

*Directed: Within 30 days of receipt of the plan of correction - The administrator will hold a quality management plan review and evaluation in accordance with §2600.26(b)(1) - (5). Emphasis will be placed on staff training, licensing violations and these directed plans of correction. Specific measures will be implemented by the administrator for areas needing improvement and regulatory compliance in accordance with §2600.26(c). [REDACTED] 5/14/2025*

**Directed Completion Date: 06/13/2025**