

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

December 8, 2025

[REDACTED]
600 PAOLI POINTE DRIVE OPERATIONS LLC
[REDACTED]

RE: HIGHGATE AT PAOLI POINTE
600 PAOLI POINTE DRIVE
PAOLI, PA, 19301
LICENSE/COC#: 13610

[REDACTED],
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 05/02/2025 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: HIGHGATE AT PAOLI POINTE License #: 13610 License Expiration: 10/11/2025
 Address: 600 PAOLI POINTE DRIVE, PAOLI, PA 19301
 County: CHESTER Region: SOUTHEAST

Administrator

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

Legal Entity

Name: 600 PAOLI POINTE DRIVE OPERATIONS LLC
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: Total Daily Staff: 49 Waking Staff: 37

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
 Reason: Monitoring Exit Conference Date: 05/02/2025

Inspection Dates and Department Representative

05/02/2025 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: 124 Residents Served: 30
 Secured Dementia Care Unit
 In Home: Yes Area: 3rd floor Capacity: 30 Residents Served: 17
 Hospice
 Current Residents: 0
 Number of Residents Who:
 Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 47
 Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0
 Have Mobility Need: 19 Have Physical Disability: 2

Inspections / Reviews

05/02/2025 Partial
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 05/15/2025

12/01/2025 - POC Submission
 Submitted By: [REDACTED] Date Submitted: 12/04/2025
 Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 12/05/2025

Inspections / Reviews *(continued)*

12/08/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 12/04/2025

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

95 - Furniture and Equipment

1. Requirements

2600.

95. Furniture and Equipment - Furniture and equipment must be in good repair, clean and free of hazards.

Description of Violation

On [REDACTED] the air-conditioning system of the home was inoperable with a temperature outside a high 84 degrees Fahrenheit.

Plan of Correction

Accept [REDACTED] - 12/01/2025)

On 5/3/25 10 portable A/C units were rented and utilized until system could be fixed. Temps were taken daily to confirm corrected temperature range for 2 weeks. System and boiler were fixed and units were returned.

Licensee's Proposed Overall Completion Date: 11/26/2025

Implemented [REDACTED] - 12/08/2025)

101i - Access to Bedroom

2. Requirements

2600.

101.i. A resident shall have access to [REDACTED] bedroom at all times.

Description of Violation

On [REDACTED] at approximately 1:15pm, all residents of the SDCU were denied access to [REDACTED] bedroom by the staff locking each bedroom door.

Plan of Correction

Accept [REDACTED] - 12/01/2025)

Starting 4/28/25 the ED or designee shall complete daily walk through for 2 weeks then weekly walk through for 3 months.to ensure residents bedrooms are not locked or blocked by physical barriers unless the resident has and can safely and capably utilize key document of audits will be provided. By 5/5/25 staff shall receive training on all provisions of 101.i to include ancillary staff with regular access residents rooms

Licensee's Proposed Overall Completion Date: 11/26/2025

Implemented [REDACTED] - 12/08/2025)

125a - Combustible Storage

3. Requirements

2600.

125.a. Combustible and flammable materials may not be located near heat sources or hot water heaters.

Description of Violation

Multiple cardboard boxes were stored behind and near the boilers.

Plan of Correction

Accept [REDACTED] - 12/01/2025)

On 5/25/25 immediate action was taken to remove the cardboard boxes found by the boilers. On 5/13/25 education was provided by the ED to the maintenance director on possible hazards of leaving cardboard boxes around or against the boilers and the importance of keeping the boiler area free of debris. Weekly audits began on 5/19/25 and will continue for 3 months or until compliant.

Licensee's Proposed Overall Completion Date: 11/26/2025

Implemented [REDACTED] - 12/08/2025)

126a - Furnace Inspection**4. Requirements**

2600.

126.a. A professional furnace cleaning company or trained maintenance staff person shall inspect furnaces at least annually. Documentation of the inspection shall be kept.

Description of Violation

The last inspection of the furnace was conducted on [REDACTED].

Plan of Correction**Accept** [REDACTED] - 12/01/2025)

On 5/13/25 the ED provided education to the maintenance director on 126.a and the requirement for the furnace cleaning. Cleaning of the furnace is scheduled for October 16th 2025 and documentation of the inspection will be kept by the ED and maintenance director. The ED will be responsible for holding maintenance accountable for yearly inspections. Furnace was cleaned on October 16th 2025.

Licensee's Proposed Overall Completion Date: 11/26/2025

Implemented [REDACTED] - 12/08/2025)