

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

August 1, 2025

[REDACTED], CEO
WATERMARK OPERATOR LLC
[REDACTED]
[REDACTED]

RE: BLUE BELL PLACE
777 DEKALB PIKE
BLUE BELL, PA, 19422
LICENSE/COC#: 13280

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/02/2025 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: *BLUE BELL PLACE* License #: *13280* License Expiration: *09/11/2025*
 Address: *777 DEKALB PIKE, BLUE BELL, PA 19422*
 County: *MONTGOMERY* Region: *SOUTHEAST*

Administrator

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

Legal Entity

Name: *WATERMARK OPERATOR LLC*
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *10/16/2000* Issued By: *CWOPA L&I*

Staffing Hours

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

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
 Reason: *Complaint, Incident* Exit Conference Date: *06/17/2025*

Inspection Dates and Department Representative

06/02/2025 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: *99* Residents Served: *37*
 Secured Dementia Care Unit
 In Home: *Yes* Area: *SCDU* Capacity: *30* Residents Served: *26*
 Hospice
 Current Residents: *7*
 Number of Residents Who:
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *62*
 Diagnosed with Mental Illness: *2* Diagnosed with Intellectual Disability: *0*
 Have Mobility Need: *39* Have Physical Disability: *1*

Inspections / Reviews

06/02/2025 - Partial
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *06/28/2025*

07/23/2025 - POC Submission
 Submitted By: [REDACTED] Date Submitted: *07/31/2025*
 Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *07/31/2025*

Inspections / Reviews *(continued)*

08/01/2025 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 07/31/2025

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

16c - Written Incident Report

1. Requirements

2600.

16.c. The home shall report the incident or condition to the Department’s personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in § 2600.15 (relating to abuse reporting covered by law).

Description of Violation

On 5/18/2025, Resident 1 had an unwitnessed fall and was found lying on the floor, at the foot of the bed with dried blood next to their head, by Staff Person A, at 8am. The Resident was assessed and transferred to the hospital via ambulance. The home did not report this incident to the department until 5/20/2025.

Plan of Correction

Accept (█ - 07/23/2025)

In response to the violation on 06/02/2025 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 06/03/2025 by the administrator to train all managers on reportable incidents, reporting incidents and the 24 hour timeline that needs to be met and regulation 2600.16.c.

To enhance the currently compliant operations, on 06/18/2025 the administrator trained all staff on reportable incidents, reporting incidents and the 24 hour timeline that needs to be met and regulation 2600.16.c with a completion date of 06/27/2025. Focusing on reporting incidents immediately to the supervisor so an incident report can be sent timely meeting the 24 hour time frame.

Effective 06/03/2025 the administrator or designee will perform daily monitoring of any incident reporting for 30 days and perform audits on all reportable incidents 3 times a week for one month for timely reporting and weekly for an additional 3 months through 9/30/2025 to maintain ongoing compliance with reporting an incident or condition to the Department’s personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department, and to follow the guidelines in § 2600.15 (relating to abuse reporting covered by law). Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 07/31/2025

Implemented (█ - 08/01/2025)

42b - Abuse

2. 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

On 5/18/2025, at 8am, Staff Person A observed Resident 1 lying on the floor, wrapped in a blanket, near the bed, with dried blood covering the head and face. The resident had an unwitnessed fall, fell and hit their head. Resident 1 responded to Staff Person A when █ called their name. The resident stated they fell, but did not remember how. Resident 1 was to receive two-hour checks. Staff Person B worked the overnight shift and reported checks were completed at approximately midnight and at 4:30 am, when the catheter was emptied. No other checks were done until Staff Person A found the resident on the floor at 8am. The resident was awake and alert. Resident 1 was

42b - Abuse (continued)

transferred to the hospital by ambulance. The resident was treated [REDACTED] and returned to the home.

Plan of Correction

Accept [REDACTED] - 07/23/2025)

In response to the violation on 06/02/2025 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 05/21/2025 by the program director or designee to train all caregivers and medication technicians regarding care standards and care round expectations.

To enhance the currently compliant operations, on 06/18/2025 the administrator or designee trained all staff regarding resident abuse and neglect including resident rights including regulation 2600.42.b, with a completion date of 07/03/2025. Training will occur upon hire and every 3 months until 12/31/2025.

Effective 06/18/2025 the administrator or designee will perform daily wellness rounds rotating every shift on the memory care unit through 7/15/2025 and weekly wellness rounds on the memory care unit weekly for 2 months until 9/15/2025 to maintain ongoing compliance with not neglecting, intimidating, physically or verbally abusing, mistreating, subjecting to corporal punishment or disciplining residents in any way. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 07/31/2025

Implemented [REDACTED] - 08/01/2025)

54a - Direct Care Staff**3. Requirements**

2600.

54.a. Direct care staff persons shall have the following qualifications:

1. Be 18 years of age or older, except as permitted in subsection (b).
2. Have a high school diploma, GED or active registry status on the Pennsylvania nurse aide registry.
3. Be free from a medical condition, including drug or alcohol addiction, that would limit direct care staff persons from providing necessary personal care services with reasonable skill and safety.

Description of Violation

Direct care staff person A, does not have a high school diploma, GED, or active registry status on the Pennsylvania nurse aide registry.

Plan of Correction

Accept [REDACTED] - 07/23/2025)

In response to the violation on 06/02/2025 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 06/02/2025 by the administrator to contact the staff member to obtain the GED needed. In addition, the caregiver was removed off the care schedule and offered dining shifts.

To enhance the currently compliant operations, on 06/04/2025 the human resources director or designee audited all caregiver and medication technician files for high school diploma, GED or CNA registry. No other incidents were found, with a completion date of 06/13/2025. No caregivers or medication technicians will be allowed to start employment until all documentation is obtained.

54a - Direct Care Staff (continued)

Effective 06/04/2025 the human resources director or designee will perform a monthly audit of new hire caregiver and medication technician files through 09/30/2025 to maintain ongoing compliance with ensuring direct care staff, including are 18 years of age or older, except as permitted in subsection (b), and have a high school diploma, GED or active registry status on the Pennsylvania nurse aide registry., and are free from a medical condition, including drug or alcohol addiction, that would limit direct care staff persons from providing necessary personal care services with reasonable skill and safety. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 07/31/2025

Implemented (█ - 08/01/2025)