

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

July 17, 2025

[REDACTED]  
NORTH PENN MANOR, INC.  
[REDACTED]

RE: NORTH PENN MANOR  
240 NORTH SHERMAN STREET  
WILKES-BARRE, PA, 18702  
LICENSE/COC#: 22032

[REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/25/2025 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:** NORTH PENN MANOR **License #:** 22032 **License Expiration:** 10/08/2025  
**Address:** 240 NORTH SHERMAN STREET, WILKES BARRE, PA 18702  
**County:** LUZERNE **Region:** NORTHEAST

## Administrator

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

## Legal Entity

**Name:** NORTH PENN MANOR, INC.  
**Address:** [REDACTED]  
**Phone:** [REDACTED] **Email:** [REDACTED]

## Certificate(s) of Occupancy

**Type:** C-2 LP **Date:** 05/31/1990 **Issued By:** PA Dept. L&I

## Staffing Hours

**Resident Support Staff:** 1 **Total Daily Staff:** 46 **Waking Staff:** 35

## Inspection Information

**Type:** Partial **Notice:** Unannounced **BHA Docket #:**  
**Reason:** Complaint **Exit Conference Date:** 06/25/2025

## Inspection Dates and Department Representative

06/25/2025 - On-Site: [REDACTED]

## Resident Demographic Data as of Inspection Dates

## General Information

**License Capacity:** 80 **Residents Served:** 45

## Secured Dementia Care Unit

**In Home:** No **Area:** **Capacity:** **Residents Served:**

## Hospice

**Current Residents:** 0

## Number of Residents Who:

**Receive Supplemental Security Income:** 18 **Are 60 Years of Age or Older:** 7  
**Diagnosed with Mental Illness:** 15 **Diagnosed with Intellectual Disability:** 0  
**Have Mobility Need:** 0 **Have Physical Disability:** 0

## Inspections / Reviews

06/25/2025 Partial

**Lead Inspector:** [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 07/19/2025

07/16/2025 - POC Submission

**Submitted By:** [REDACTED] **Date Submitted:** 07/16/2025  
**Reviewer:** [REDACTED] **Follow-Up Type:** Document Submission **Follow-Up Date:** 07/22/2025

Inspections / Reviews *(continued)*

07/17/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 07/16/2025

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

17 - Record Confidentiality

1. Requirements

2600.

17. Resident records shall be confidential, and, except in emergencies, may not be accessible to anyone other than the resident, the resident's designated person if any, staff persons for the purpose of providing services to the resident, agents of the Department and the long-term care ombudsman without the written consent of the resident, an individual holding the resident's power of attorney for health care or health care proxy or a resident's designated person, or if a court orders disclosure.

Description of Violation

On [REDACTED], at 9:00 a.m., the Medication Administration Record binder was observed on top of the medication cart unattended, and accessible to the public.

Plan of Correction

Accept [REDACTED] 07/16/2025)

Per regulation 17, resident records shall be confidential and may not be accessible to anyone other than the resident or resident's designated person if any. On the date of the inspection 6/25/25, staff person [REDACTED] had [REDACTED] closed MAR on top of [REDACTED] medication cart. While at [REDACTED] cart the staff member was approached by a resident stating that another resident needed help so [REDACTED] locked [REDACTED] cart and went to the back hall to help the resident. In the midst of focusing on helping the resident the staff member forgot to place the MAR inside of the locked cart. The MAR was immediately placed in the cart by the staff member when [REDACTED] came back to [REDACTED] cart on the date of the inspection 6/25/25. The supervising PCA verbally addressed this with the staff person and explained to [REDACTED] the importance of keeping the resident's records confidential. A staff training was held by the administrator on 6/27/25 regarding compliance with this regulation. The supervising PCA will check the carts daily beginning 6/27/25 to ensure that the MAR's are locked inside of the medication carts. The administrator will also check the carts daily beginning 6/27/25 to ensure compliance with this regulation.

Licensee's Proposed Overall Completion Date: 07/16/2025

Implemented [REDACTED] - 07/17/2025)

142d - Secure Preventative Care

2. Requirements

2600.

142.d. The home shall assist the resident to secure preventative medical, dental, vision and behavioral health care as requested by a physician, physician's assistant or certified registered nurse practitioner.

Description of Violation

On [REDACTED] Resident [REDACTED] eyes were observed to be irritated and encrusted with discharge. Staff Person A reported that Resident [REDACTED] suffers from [REDACTED] and their [REDACTED] are "washed" 4x daily. However, records indicate Resident [REDACTED] has not been diagnosed with an [REDACTED] or prescribed a treatment for the discharge. The home has not secured medical attention for Resident [REDACTED].

Plan of Correction

Accept [REDACTED] 07/16/2025)

Per regulation 142d, the home shall assist the resident to secure preventative medical health care. Resident [REDACTED] occasionally gets a discharge in [REDACTED] eyes. Warm compresses are used by the PCA staff to loosen and wipe away the discharge. The inspector noticed that resident [REDACTED] eyes had some discharge on them. The supervising PCA immediately wiped away the discharge on the date of inspection 6/25/25. The supervising PCA notified the physician on 6/25/25 and an order was prescribed for the resident on 6/27/25. (order & label are attached) The eye scrub cleanse is being administered to the resident beginning 6/27/25. A staff training was held on 6/27/25 by the administrator regarding compliance with regulation 142d. The supervising PCA and the administrator will check the residents daily beginning 6/27/25 to ensure compliance with this regulation.

142d Secure Preventative Care (continued)

Licensee's Proposed Overall Completion Date: 07/16/2025

Implemented [redacted] - 07/17/2025)

227d - Support Plan Medical/Dental

3. Requirements

2600.

227.d. Each home shall document in the resident's support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident's physician, physician's assistant or certified registered nurse practitioner, determine the necessity of these services. This requirement does not require a home to pay for the cost of these medical and behavioral care services.

Description of Violation

On [redacted] Resident [redacted] had a choking incident during lunch and staff successfully performed the [redacted] to dislodge the food. Staff person A reported that Resident [redacted] has a [redacted] in which they eat rapidly, often causing them to choke. Staff person A also reported that Resident [redacted] requires a diet of chopped food and staff supervision during meals. In addition, Resident [redacted] is visited by a [redacted] 2 times weekly during lunch to monitor the resident's [redacted] and [redacted]. The Resident Assessment and Support plan for Resident [redacted] dated [redacted] does not indicate any of the information listed above.

Plan of Correction

Accepted [redacted] - 07/16/2025)

Per regulation 227d each home shall document in the resident's support plan the medical care services that will be made available to the resident. Resident [redacted] began speech therapy services on 6/10/25 with Associated Home Health. These services were not updated to the support plan. The administrator updated these services to the support plan on 6/25/25 (attached). Resident [redacted] diet was not updated on the support plan for [redacted] diet change to mechanical soft, order dated 6/20/25 (attached). The administrator updated the support plan for the diet change on 6/25/25 (attached). The resident is supervised by staff every meal. The administrator reviewed all resident support plans for therapy services and diet changes on 6/27/2025. The administrator will check weekly beginning 6/27/25 for any updates that need to be made on the support plans to ensure compliance with this regulation.

Licensee's Proposed Overall Completion Date: 07/16/2025

Implemented [redacted] - 07/17/2025)