

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

July 31, 2025

[REDACTED], ADMINISTRATOR
WELSH MOUNTAIN HOME INC
567 SPRINGVILLE ROAD
NEW HOLLAND, PA, 17557

RE: WELSH MOUNTAIN HOME
567 SPRINGVILLE ROAD
NEW HOLLAND, PA, 17557
LICENSE/COC#: 32172

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 07/08/2025 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: WELSH MOUNTAIN HOME License #: 32172 License Expiration: 05/31/2026
Address: 567 SPRINGVILLE ROAD, NEW HOLLAND, PA 17557
County: LANCASTER Region: CENTRAL

Administrator

Name: [Redacted] Phone: [Redacted] Email: [Redacted]

Legal Entity

Name: WELSH MOUNTAIN HOME INC
Address: 567 SPRINGVILLE ROAD, NEW HOLLAND, PA, 17557
Phone: [Redacted] Email: [Redacted]

Certificate(s) of Occupancy

Type: I-1 Date: 10/31/2024 Issued By: Township of Salisbury
Type: I-1 Date: 10/31/2024 Issued By: Township of Salisbury
Type: Other Date: 05/09/2023 Issued By: Township of Salisbury

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 35 Waking Staff: 26

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Incident Exit Conference Date: 07/08/2025

Inspection Dates and Department Representative

07/08/2025 - On-Site: [Redacted]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 52 Residents Served: 35

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: 31
Diagnosed with Mental Illness: 3 Diagnosed with Intellectual Disability: 11
Have Mobility Need: 0 Have Physical Disability: 0

Inspections / Reviews

07/08/2025 - Partial

Lead Inspector: [Redacted] Follow-Up Type: POC Submission Follow-Up Date: 07/27/2025

Inspections / Reviews (*continued*)

07/23/2025 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 07/24/2025

Reviewer: [REDACTED]mbach

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

07/31/2025 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 07/24/2025

Reviewer: [REDACTED]

Follow-Up Type: Not Required

42c - Treatment of Residents

1. Requirements

2600.

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

Description of Violation

On 5/5/25, resident #3 who is diagnosed with an intellectual disability asked staff member A to cut [redacted] banana; staff member A responded to resident #3 by saying, "you have two hands you can cut it". Staff member A stated that resident #3 asked [redacted] to cut [redacted] banana and [redacted] responded by telling resident #3 "[redacted] can do it [redacted] because [redacted] has two functioning hands."

On 5/5/25, resident #1 whistled at staff member A to get their attention in the dining room regarding rotten bananas being served. Staff member A responded by loudly stating "don't you ever do that again, I am not a dog", staff member A then said "if you want to speak to me use my name because, I am not a dog". Following the incident, resident #1 stated "I did not think it would go that far, this is the first case where a staff member came and confronted me like that.

Plan of Correction

Accept ([redacted] - 07/23/2025)

In an effort to assure resident's rights, the following steps have been taken.

On 5/21/25 All of leadership was re-educated on the process for handling corrective action of team members when the administrator is not available (See attached training document). On 6/16/25 all staff was re-educated on the definitions of abuse and neglect as well as resident rights (see attached meeting minutes). On 6/20/25 an emergency resident council was held to re-educate residents on their rights and the definitions of abuse and neglect (see attached meeting minutes). On 7/7/25 a performance improvement plan was started by the administrator and key Landis Communities leadership (COO, VP of health services, compliance officer, and HR). Please find the policy improvement document with dates or expected dates of completion.

Licensee's Proposed Overall Completion Date: 07/25/2025

Implemented ([redacted] - 07/31/2025)