

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

December 2, 2025

[REDACTED]
ABOVE ALL SENIOR LIVING CARE LLC
[REDACTED]
[REDACTED]

RE: ABOVE ALL SENIOR LIVING CARE
LLC
514 N. 22ND STREET
ALLENTOWN, PA, 18104
LICENSE/COC#: 23120

[REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 07/16/2025, 07/28/2025 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: ABOVE ALL SENIOR LIVING CARE LLC License #: 23120 License Expiration: 10/31/2025
Address: 514 N. 22ND STREET, ALLENTOWN, PA 18104
County: LEHIGH Region: NORTHEAST

Administrator

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

Legal Entity

Name: ABOVE ALL SENIOR LIVING CARE LLC
Address: [Redacted]
Phone: [Redacted] Email: [Redacted]

Certificate(s) of Occupancy

Type: C-2 LP Date: 02/04/2001 Issued By: L&I

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 21 Waking Staff: 16

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Incident Exit Conference Date: 07/16/2025

Inspection Dates and Department Representative

07/16/2025 - On-Site: [Redacted]
07/28/2025 - Off-Site: [Redacted]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 36 Residents Served: 21

Secured Dementia Care Unit

In Home: No Area: Capacity: Residents Served:

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 1 Are 60 Years of Age or Older: 21
Diagnosed with Mental Illness: 2 Diagnosed with Intellectual Disability: 1
Have Mobility Need: 0 Have Physical Disability: 0

Inspections / Reviews

07/16/2025 Partial

Lead Inspector: [Redacted] Follow-Up Type: POC Submission Follow-Up Date: 08/09/2025

Inspections / Reviews *(continued)*

09/12/2025 POC Submission

Submitted By: [REDACTED] Date Submitted: 08/01/2025
Reviewer: [REDACTED] Follow Up Type: *Bypass Document Submission*

12/02/2025 Bypass Document Submission

Submitted By: [REDACTED] Date Submitted: 09/12/2025
Reviewer: [REDACTED] Follow Up Type: *Not Required*

15a - Resident Abuse Report

1. Requirements

2600.

15.a. The home shall immediately report suspected abuse of a resident served in the home in accordance with the Older Adult Protective Services Act (35 P. S. § § 10225.701—10225.707) and 6 Pa. Code § 15.21—15.27 (relating to reporting suspected abuse) and comply with the requirements regarding restrictions on staff persons.

Description of Violation

On [redacted] staff person A overheard resident [redacted] talking on the phone to staff person B. Staff person A heard staff person B asking resident [redacted] for money. Staff person A reported hearing the conversation to the home's administrator, staff person C on [redacted]. The home did not immediately notify the Area Agency on Aging of staff person C's attempts to solicit money from resident [redacted]. Resident [redacted] subsequently gave two checks to staff person C on [redacted] and [redacted] totaling [redacted]

Plan of Correction

Accept [redacted] - 08/06/2025)

We respectfully disagree with this violation. And feel this violation should be removed.
 Staff person B walked out and resigned without notice on 6/28/25
 Staff person A overheard the conversation on 07/12/2025 and immediately reported it to the Administrator.
 07/12/2025 Administrator contacted the Area Of Aging 07/14/2024 ALL staff were educated on not receiving money or gifts from residents or their families.
 07/15/2025 The Area of aging came in and spoke with the resident. Resident A told the Area Of aging that [redacted] did not want to call the police nor press charges. The Area of Aging told [redacted] that there is not much they can do because [redacted] is alert and able to make [redacted] on decisions and [redacted] was a former employee.
 07/16/2025 The AREa of Aging called and spoke with the Administrator and voiced that they are closing the case because the resident does not want to pursue the issue and they can not do anything at this point. Stated that we did everything correctly and thanked the administrator for reporting the incident. And no abuse or neglect was found. The incident was reported immediately when it was reported. The DHS Inspector misunderstood the staff and the resident. And in [redacted] opinion there was a delay in reporting.
 Moving forward(08/01/2025) any time a resident reports that they gave money, gifts etc to taff, former staff, family or visitors the DHS will be notified immediately and the Area of Aging. And the Allentown police will be notified.
 The administrator will monitor for compliance. The Administrator will assure that all incident reports are sent as per regulations

Licensee's Proposed Overall Completion Date: 08/01/2025

Implemented [redacted] 09/12/2025)

16c - Written Incident Report

2. 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 [redacted] staff person A overheard resident [redacted] talking on the phone to staff person B. Staff person A heard staff person B asking resident [redacted] for money. Staff person A reported hearing the conversation to the home's administrator, staff person C on [redacted]. The home did not immediately notify the Area Agency on Aging of staff person C's attempts

16c Written Incident Report (continued)

to solicit money from resident [REDACTED]. Resident [REDACTED] subsequently gave two checks to staff person C on [REDACTED] and [REDACTED] totaling [REDACTED]. The home did not send an incident report to the department's regional office until [REDACTED].

Plan of Correction

Accept [REDACTED] - 08/06/2025)

Staff person B abandoned [REDACTED] job on 06/28/2025. On 07/12/2025 a staff person overheard the conversation of Staff person B asking for money. Staff Person A contacted the Administrator. The administrator contacted The Area Of Aging on 07/12/2025 at 12 pm. The DHS was notified on 07/12/2025 and on 07/14/2025. The DHS AND AREA OF AGING WERE NOTIFIED THE DAY IT WAS REPORTED TO THE ADMINISTRATOR. 07/14/2025 All staff educated on not receiving gifts or money from residents or family

The Area Of Aging spoke with the resident on 07/15/2025 and the resident stated that [REDACTED] did not want to press charges. And [REDACTED] understood that [REDACTED] may not get [REDACTED] money back.

07/15/2025 Administrator spoke with resident A and educated [REDACTED] on the importance to report any staff, residents, visitors if they request money or gifts.

07/16/2025 The Area Of Aging called and spoke with the administrator. They stated that we did everything correctly and that the case was being closed because the resident is refusing to press charges. No Abuse or neglect was found. This violation should be removed due to the incident was reported IMMEDIATELY to the DHS and The AREA OF Aging. The DHS inspector misunderstood the dates of the incidents.

Effective IMMEDIATELY if or when a resident reports staff, residents or visitors asking for money it will be reported to the DHS and The Area of Aging immediately. The DHS will be notified via reportable Incident and a call will be made to the DHS office that a incident report was submitted. And a follow up call will be made to assure that the DHS received the incident report. The Area Of Aging will be made aware immediately. Also, staff will be asked to document the time and date they were notified and or found out about the incident to avoid confusion.

07/16/2025 Administrative Assistant was VERBALLY taught how to complete an incident report and where to send it.

The Administrative assistant will complete and send in any incident reports if and when the Administrator is not in the faculty, went into effect on 07/16/2025

The Administrator will monitor for compliance and ensure that all incident reports are sent as per DHS regulations.

Licensee's Proposed Overall Completion Date: 08/01/2025

Implemented [REDACTED] - 09/12/2025)

42b - Abuse

3. 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 [REDACTED] staff person B contacted resident [REDACTED] and asked resident [REDACTED] for money. Resident [REDACTED] stated that staff person B coerced the money from resident [REDACTED] by pointing out to resident [REDACTED] that they had taken good care of them. Resident [REDACTED] gave staff person B a check for [REDACTED] on [REDACTED] and a check for [REDACTED] on [REDACTED]. Resident [REDACTED] stated that staff person B wrote their name out on both checks.

Plan of Correction

Accept [REDACTED] - 08/06/2025)

We take residents safety very seriously. This was a FORMER EMPLOYEE that asked for the money AFTER [REDACTED] abandoned [REDACTED] job. [REDACTED] WAS NOT our employee at the time of the incident. As soon as the staff were made aware

42b Abuse (continued)

of the incident the Allentown Police were called and the resident refused to press charges. On 07/15/2025 resident was educated that [REDACTED] must report if staff, residents, visitors etc. Ask for money. The resident WAS NOT neglected, mistreated, intimidated, physically abused, discipline or subjected to corporal punishment IN ANY WAY. The incident was reported immediately to the DHS, Police and Area Of Aging.

07/14/2025 All staff were educated on accepting gifts, money from residents and or their family. Please see attached 07/12/2025 Both the DHS and the Area Of Aging were notified

07/14/2025 The DHS was notified again

The Area Aging spoke with the Resident on 07/14/2025. The resident reused to press charges and understood that [REDACTED] may not receive [REDACTED] money back.

07/15/2025 The Area Of Aging called and spoke to the administrator stated that we did everything correctly. No abuse or neglect was found and they are closing the case.

We respectfully disagree with this violation and it should be removed.

Effective immediately any time a resident reports that money or checks were requested by staff or former staff the police will be called. The staff person will be terminated. And if needed charges will be pressed. The Administrator will monitor for compliance and make sure all incidents are reported as per regulations.

Licensee's Proposed Overall Completion Date: 08/01/2025

Implemented [REDACTED] - 09/12/2025)