

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

September 16, 2025

[REDACTED]
SHP V WILLISTOWN LLC
[REDACTED]
[REDACTED]

RE: ARBOR TERRACE WILLISTOWN
1713 WEST CHESTER PIKE
WEST CHESTER, PA, 19382
LICENSE/COC#: 14245

[REDACTED],
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 08/11/2025 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: ARBOR TERRACE WILLISTOWN **License #:** 14245 **License Expiration:** 07/19/2026
Address: 1713 WEST CHESTER PIKE, WEST CHESTER, PA 19382
County: CHESTER **Region:** SOUTHEAST

Administrator

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

Legal Entity

Name: SHP V WILLISTOWN LLC
Address: [REDACTED]
Phone: [REDACTED] **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: I-1 **Date:** 11/01/2021 **Issued By:** West Whiteland Township

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 124 **Waking Staff:** 93

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Complaint, Incident **Exit Conference Date:** 08/11/2025

Inspection Dates and Department Representative

08/11/2025 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 104 **Residents Served:** 78

Secured Dementia Care Unit

In Home: Yes **Area:** Memory Care **Capacity:** 35 **Residents Served:** 31

Hospice

Current Residents: 7

Number of Residents Who:

Receive Supplemental Security Income: 0 **Are 60 Years of Age or Older:** 78
Diagnosed with Mental Illness: 0 **Diagnosed with Intellectual Disability:** 0
Have Mobility Need: 46 **Have Physical Disability:** 0

Inspections / Reviews

08/11/2025 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 09/04/2025

08/29/2025 - POC Submission

Submitted By: [REDACTED] **Date Submitted:** 09/15/2025
Reviewer: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 09/02/2025

Inspections / Reviews *(continued)*

09/03/2025 POC Submission

Submitted By: [REDACTED]

Date Submitted: 09/15/2025

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 09/15/2025

09/16/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/15/2025

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 [REDACTED], Staff Member A observed Resident [REDACTED] Resident [REDACTED] on the [REDACTED] and lower back area. The home did not report this incident to the department until [REDACTED]

Plan of Correction

Accepted [REDACTED] - 09/03/2025)

All directors re-educated by the Executive Director on 8/27/2025 of regulation 2600.16c and the importance of reporting an incident within 24 hours of event and shared a document that shows what are considered reportable incidents.

The Executive Director will audit the incident hub weekly for 4 weeks to ensure compliance with regulation 2600.16c. Department heads and Executive Director will be re-educating all staff on the importance of reportable incidents and the timeframe to be reported to DHS. The re-education with all staff will be completed by 9/12/2025.

Licensee's Proposed Overall Completion Date: 09/12/2025

Implemented [REDACTED] - 09/16/2025)