

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

September 26, 2025

[REDACTED]
HEATHERWOOD RETIREMENT INVESTORS LLC

[REDACTED]
ATTN: LESLIE RAY
[REDACTED]

RE: HEATHERWOOD RETIREMENT
COMMUNITY
3180 HORSESHOE PIKE
HONEY BROOK, PA, 19344
LICENSE/COC#: 10455

[REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 08/14/2025 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: HEATHERWOOD RETIREMENT COMMUNITY License #: 10455 License Expiration: 06/03/2026
Address: 3180 HORSESHOE PIKE, HONEY BROOK, PA 19344
County: CHESTER Region: SOUTHEAST

Administrator

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

Legal Entity

Name: HEATHERWOOD RETIREMENT INVESTORS LLC
Address: [Redacted]
Phone: [Redacted] Email: [Redacted]

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 38 Waking Staff: 29

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Incident Exit Conference Date: 09/12/2025

Inspection Dates and Department Representative

08/14/2025 - On-Site: [Redacted]

Resident Demographic Data as of Inspection Dates

General Information
License Capacity: 50 Residents Served: 36
Secured Dementia Care Unit
In Home: No Area: Capacity: Residents Served:
Hospice
Current Residents: 1
Number of Residents Who:
Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 35
Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 1
Have Mobility Need: 2 Have Physical Disability: 0

Inspections / Reviews

08/14/2025 Partial
Lead Inspector: [Redacted] Follow-Up Type: POC Submission Follow-Up Date: 09/27/2025
09/26/2025 - POC Submission
Submitted By: [Redacted] Date Submitted: 09/26/2025
Reviewer: [Redacted] Follow-Up Type: Bypass Document Submission

Inspections / Reviews *(continued)*

09/26/2025 Bypass Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/26/2025

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

54a - Direct Care Staff

1. 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 (████ - 09/26/2025)

- Staff person A was immediately removed from direct care duties upon discovery of the deficiency.
- The Executive Director reviewed personnel files to ensure all other direct care staff meet the educational and registry requirements.
- The employee submitted █████ High School Diploma on 8/15/25
- A checklist of required qualifications (diploma/GED or registry status) was updated to comply with hiring process and onboarding documentation.
- Business office Director will verify and document credentials prior to hire. All new hires are required to submit proof of high school diploma, GED, or active nurse aide registry status prior to onboarding.
- Business Office Director / HR received training on verifying credentials and registry status using the PA Nurse Aide Registry Online on 9/25/25.
- A policy update was issued outlining the qualifications required for direct care staff, and all current staff were re-educated on these standards.
- Administrator along with the Business office director will conduct weekly audits for 8 weeks following quarterly of staff files to ensure ongoing compliance.
- Any discrepancies will be corrected immediately.

Licensee's Proposed Overall Completion Date: 10/24/2025

Implemented (████ - 09/26/2025)

65b - Rights/Abuse 40 Hours

2. Requirements

2600.

65.b. Within 40 scheduled working hours, direct care staff persons, ancillary staff persons, substitute personnel and volunteers shall have an orientation that includes the following:

- 1. Resident rights.
- 2. Emergency medical plan.
- 3. Mandatory reporting of abuse and neglect under the Older Adult Protective Services Act (35 P.S. § § 10225.101—10225.5102).
- 4. Reporting of reportable incidents and conditions.

Description of Violation

Staff person B completed █████ 40th scheduled work hour on █████. However, this staff person did not complete training in the following topics: resident rights, emergency medical plan, mandatory reporting of abuse and neglect under the Older Adult Protective Services Act (35 P.S. § § 10225.101—10225.5102), reporting of reportable incidents and conditions.

65b Rights/Abuse 40 Hours (continued)

Plan of Correction

Accept [REDACTED] - 09/26/2025)

*Staff person B was removed from unsupervised direct care duties.
A training checklist was implemented for all new hires to be completed and verified prior their 40th work hour.
Business Office Director will maintain a training tracker to monitor completion status in real time.
Resident care director as well as the Administrator is required to sign off on training completion before staff are assigned to independent duties.
Monthly audits of training records will be conducted by the Executive Director.
All supervisory staff were re educated on the importance of monitoring training completion within the first 40 scheduled work hours on 9/23/25.
Any gaps will be flagged and corrected immediately.
Audit results will be reviewed quarterly during leadership meetings.*

Licensee's Proposed Overall Completion Date: 10/24/2025

Implemented [REDACTED] - 09/26/2025)