

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

September 12, 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 08/20/2025 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: Dept. L&I

**Staffing Hours**

Resident Support Staff: 0 Total Daily Staff: 52 Waking Staff: 39

**Inspection Information**

Type: Partial Notice: Unannounced BHA Docket #:  
 Reason: Complaint Exit Conference Date: 08/20/2025

**Inspection Dates and Department Representative**

08/20/2025 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

General Information  
 License Capacity: 80 Residents Served: 52  
 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: 45  
 Diagnosed with Mental Illness: 15 Diagnosed with Intellectual Disability: 0  
 Have Mobility Need: 0 Have Physical Disability: 2

**Inspections / Reviews**

08/20/2025 Partial  
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 09/14/2025

09/10/2025 - POC Submission  
 Submitted By: [REDACTED] Date Submitted: 09/11/2025  
 Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 09/15/2025

Inspections / Reviews *(continued)*

09/12/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/11/2025

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**

*Based on resident interviews, it was determined that direct care Staff Person "A" frightens and intimidates residents by screaming at them when they don't do what Staff Person "A" wants. Residents also reported that Staff Person "A" yells at some residents when they ask for assistance saying, "It's not my job, you can do it yourself". The residents interviewed expressed fear of retaliation by Staff Person "A" because they reported Staff Person A's intimidating behavior.*

**Plan of Correction****Accept** [REDACTED] - 09/10/2025)

*Regulation 42c requires that all residents be treated with dignity and respect. During resident interviews conducted as part of an inspection, some residents reported feeling intimidated by behaviors of Staff Person A. To address these concerns, a meeting was held on September 8, 2025, with Staff Person A, [REDACTED] immediate supervisor, and the administrator.*

*During the meeting, Staff Person A expressed that [REDACTED] had not been aware of these perceptions. [REDACTED] explained that [REDACTED] naturally louder voice and accent may at times cause [REDACTED] communication style to be misunderstood. [REDACTED] expressed [REDACTED] commitment to adjusting [REDACTED] approach and being more mindful in [REDACTED] resident interactions so that residents consistently feel comfortable, respected, and secure.*

*To further ensure positive resident experiences, beginning 9/8/25, [REDACTED] immediate supervisor will provide guidance and monitoring during the first shift, while the administrator will do so during the second shift. Any concerns will be addressed immediately by the supervisor or administrator present. The administrator will continue to ensure that residents' dignity and respect remain the priority in full compliance with Regulation 42c beginning 9/8/25.*

**Licensee's Proposed Overall Completion Date:** 09/08/2025

**Implemented** [REDACTED] - 09/12/2025)