

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

October 30, 2025

[REDACTED]
HARMONYCREST PERSONAL CARE SERVICES LLC
[REDACTED]

RE: HARMONYCREST PERSONAL CARE
SERVICES LLC
485 WALNUT ROAD
BIRDSBORO, PA, 19508
LICENSE/COC#: 22476

[REDACTED],
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 09/18/2025 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: HARMONYCREST PERSONAL CARE SERVICES LLC License #: 22476 License Expiration: 06/19/2026
 Address: 485 WALNUT ROAD, BIRDSBORO, PA 19508
 County: BERKS Region: NORTHEAST

Administrator

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

Legal Entity

Name: HARMONYCREST PERSONAL CARE SERVICES LLC
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: R-4 Date: 05/21/2015 Issued By: Exeter Township

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 13 Waking Staff: 10

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
 Reason: Incident Exit Conference Date: 09/18/2025

Inspection Dates and Department Representative

09/18/2025 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: 13 Residents Served: 13
 Secured Dementia Care Unit
 In Home: No Area: Capacity: Residents Served:
 Hospice
 Current Residents: 0
 Number of Residents Who:
 Receive Supplemental Security Income: 13 Are 60 Years of Age or Older: 10
 Diagnosed with Mental Illness: 13 Diagnosed with Intellectual Disability: 1
 Have Mobility Need: 0 Have Physical Disability: 0

Inspections / Reviews

09/18/2025 Partial
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 10/15/2025

10/14/2025 - POC Submission
 Submitted By: [REDACTED] Date Submitted: 10/24/2025
 Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 10/21/2025

Inspections / Reviews *(continued)*

10/30/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 10/24/2025

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 [REDACTED], Resident [REDACTED] walked over to Resident [REDACTED] and hit Resident [REDACTED] twice in their head with their hand. Resident [REDACTED] reported no injury but did state that they were fearful during the incident.

Plan of Correction

Accept ([REDACTED] 10/14/2025)

- 1. Resident 1 was discharged from community on input date resident was discharged.
- 2. 10/16/2025- Administrator or designee will review resident concerns monthly for 3 months at Quality Management meeting to ensure that residents have no concerns with being treated with dignity and respect.

Licensee's Proposed Overall Completion Date: 11/05/2025

Implemented ([REDACTED] - 10/27/2025)

224a Preadmission Screen Form

2. Requirements

2600.

224.a. A determination shall be made within 30 days prior to admission and documented on the Department's preadmission screening form that the needs of the resident can be met by the services provided by the home.

Description of Violation

The preadmission form dated [REDACTED] for Resident [REDACTED] had missing information. Section II-G level of supervision need, II-I Ability to self-administer medications, can safely use and avoid poisons.

Plan of Correction

Accept ([REDACTED] 10/14/2025)

- 1. Resident [REDACTED] is no longer a resident at community.
- 2. 10/8/2025- Administrator re-trained themselves on regulation 2600.224a.
- 3. 10/15/2025- Administrator or designee will complete audit of current resident's preadmission form to ensure it is completed to its entirety.
- 4. To assist with ongoing compliance administrator or designee will complete audits for 3 months of newly admitted residents to ensure preadmission form is completed to its entirety.
- 5. Audits will be reviewed at monthly Quality Management meetings.

Licensee's Proposed Overall Completion Date: 11/05/2025

Implemented ([REDACTED] - 10/30/2025)

225a Assessment 15 Days

3. Requirements

2600.

225.a. A resident shall have a written initial assessment that is documented on the Department's assessment form within 15 days of admission. The administrator or designee, or a human service agency may complete the initial assessment.

225a Assessment 15 Days (continued)

Description of Violation

Resident [redacted] and [redacted] assessments, both dated [redacted], were not fully completed with the assessment supervision, and assessment medications determination boxes having been left blank.

Plan of Correction

Accept [redacted] - 10/14/2025)

1. Resident [redacted] no longer a resident at community.
2. Resident 2 assessment updated to ensure it is completed to its entirety.
3. 10/8/2025 Administrator re trained themselves on regulation 2600.225a.
4. 10/15/2025 Administrator or designee will complete audit of current resident's assessment form to ensure it is completed to its entirety.
5. To assist with ongoing compliance administrator or designee will complete audits for 3 months of newly admitted residents to ensure assessment form is completed to its entirety.
6. Audits will be reviewed at monthly Quality Management meetings.

Licensee's Proposed Overall Completion Date: 11/05/2025

Implemented ([redacted] - 10/27/2025)

227e - Self Administer Medication

4. Requirements

2600.

227.e. The resident's support plan must document the ability of the resident to self-administer medications or the need for medication reminders or medication administration.

Description of Violation

Resident [redacted] and [redacted] assessments, both dated [redacted], does not indicate the resident's ability to self administer medications.

Plan of Correction

Accept [redacted] - 10/14/2025)

1. Resident [redacted] no longer a resident at community.
2. Resident [redacted] support plan updated to ensure it indicates the resident's ability to self administer medications.
3. 10/8/2025 Administrator re trained themselves on regulation 2600.227e.
4. 10/15/2025 Administrator or designee will complete audit of current resident's support plan to ensure it indicates the resident's ability to self administer medications.
5. To assist with ongoing compliance administrator or designee will complete audits for 3 months of newly admitted residents to ensure support plan indicates the resident's ability to self administer medications.
6. Audits will be reviewed at monthly Quality Management meetings.

Licensee's Proposed Overall Completion Date: 11/05/2025

Implemented ([redacted] 10/27/2025)