

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

November 18, 2025

[REDACTED]
ERIE OPS LLC

[REDACTED]
SUITE #610
[REDACTED]

RE: WESTLAKE WOODS AL
3302 WEST LAKE ROAD
ERIE, PA, 16505
LICENSE/COC#: 45407

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 10/01/2025 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: WESTLAKE WOODS AL License #: 45407 License Expiration: 10/31/2025
Address: 3302 WEST LAKE ROAD, ERIE, PA 16505
County: ERIE Region: WESTERN

Administrator

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

Legal Entity

Name: ERIE OPS LLC
Address: [Redacted]
Phone: [Redacted] Email: [Redacted]

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 60 Waking Staff: 45

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
Reason: Complaint Exit Conference Date: 10/01/2025

Inspection Dates and Department Representative

10/01/2025 - On-Site: [Redacted]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 79 Residents Served: 43

Special Care Unit

In Home: No Area: Capacity: Residents Served:

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 43
Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0
Have Mobility Need: 17 Have Physical Disability: 2

Inspections / Reviews

10/01/2025 Partial

Lead Inspector: [Redacted] Follow-Up Type: POC Submission Follow-Up Date: 10/24/2025

10/24/2025 - POC Submission

Submitted By: [Redacted] Date Submitted: 11/06/2025
Reviewer: [Redacted] Follow-Up Type: POC Submission Follow-Up Date: 10/31/2025

Inspections / Reviews *(continued)*

11/04/2025 POC Submission

Submitted By: [REDACTED]

Date Submitted: 11/06/2025

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 11/05/2025

11/18/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 11/06/2025

Reviewer: [REDACTED]

Follow Up Type: Not Required

42x Safeguard money/property

1. Requirements

2800.

42.x. A resident has the right to a system to safeguard a resident's money and property.

Description of Violation

Resident [redacted] was not afforded a working lockbox in his resident room. The home did not provide any lockbox service/s.

Plan of Correction

Accept [redacted] - 11/04/2025)

Immediate Action:

On 10/24/2025, upon report that the resident's lockable drawer was not functioning properly, the Environmental Services Manager (ESM) replaced the lock to ensure the resident could safeguard their property. The Executive Director (ED) verified that the drawer was operational on the same day.

Corrective Action:

By 10/30/2025, the ED or designee will verify that all resident lockable drawers in the community are in proper working order. Any drawers identified as non-operational will be repaired immediately by the ESM to support resident safety and compliance with community standards.

Preventative Action:

Beginning 11/1/2025, the ESM will conduct monthly audits of 10% of resident lockable drawers to verify that all are functional. If any issues are identified during these audits, repairs will be completed promptly. Additionally, upon move-in, the ED or designee will educate residents on proper drawer use and confirm that the drawer is in good working condition. Results of audits and corrective actions will be documented and reviewed monthly during Quality Assurance and Improvement Committee meetings by the ED to support ongoing compliance.

Licensee's Proposed Overall Completion Date: 10/30/2025

Implemented [redacted] - 11/18/2025)

95 Furniture & Equipment

2. Requirements

2800.

95. Furniture and Equipment Furniture and equipment must be in good repair, clean and free of hazards.

Description of Violation

At approximately 11:25, a.m., the locks of the top and bottom drawers furthest left of the kitchen sink located in resident room [redacted] were not operational and were unable to be locked.

Plan of Correction

Accept [redacted] - 11/04/2025)

Immediate Action:

On 10/24/2025, upon report that the resident's lockable drawer was not functioning properly, the Environmental Services Manager (ESM) replaced the lock to ensure the resident could safeguard their property. The Executive Director (ED) verified that the drawer was operational on the same day.

Corrective Action:

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95 Furniture & Equipment (continued)

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Licensee's Proposed Overall Completion Date: 10/30/2025

Implemented [REDACTED] - 11/18/2025)