

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

November 12, 2025

[REDACTED]
THE HAVEN AT NORTH HILLS LLC
[REDACTED]

C-O SUNSHINE RETIREMENT
[REDACTED]

RE: THE HAVEN AT NORTH HILLS
1 WINDSOR WAY
PITTSBURGH, PA, 15237
LICENSE/COC#: 44938

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 10/20/2025 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: THE HAVEN AT NORTH HILLS License #: 44938 License Expiration: 11/01/2025
 Address: 1 WINDSOR WAY, PITTSBURGH, PA 15237
 County: ALLEGHENY Region: WESTERN

Administrator

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

Legal Entity

Name: THE HAVEN AT NORTH HILLS LLC
 Address: [Redacted]
 Phone: [Redacted] Email: [Redacted]

Certificate(s) of Occupancy

Type: C-2 LP Date: 05/05/1997 Issued By: L&I
 Type: I-2 Date: 06/21/1998 Issued By: Ross Township

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 75 Waking Staff: 56

Inspection Information

Type: Full Notice: Unannounced BHA Docket #:
 Reason: Renewal Exit Conference Date: 10/20/2025

Inspection Dates and Department Representative

10/20/2025 - On-Site [Redacted]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: 90 Residents Served: 59
 Secured Dementia Care Unit
 In Home: Yes Area: Allegheny Village Capacity: 24 Residents Served: 15
 Hospice
 Current Residents: 7
 Number of Residents Who:
 Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 59
 Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0
 Have Mobility Need: 16 Have Physical Disability: 1

Inspections / Reviews

10/20/2025 Full
 Lead Inspector: [Redacted] Follow-Up Type: POC Submission Follow-Up Date: 11/01/2025

10/28/2025 - POC Submission
 Submitted By: [Redacted] Date Submitted: 11/07/2025
 Reviewer: [Redacted] Follow-Up Type: POC Submission Follow-Up Date: 10/31/2025

Inspections / Reviews *(continued)*

10/29/2025 POC Submission

Submitted By: [REDACTED]

Date Submitted: 11/07/2025

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 11/07/2025

11/12/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 11/07/2025

Reviewer: [REDACTED]

Follow Up Type: Not Required

85a - Sanitary Conditions

1. Requirements

2600.
85.a. Sanitary conditions shall be maintained.

Description of Violation

At approximately 11:34 a.m., there was a buildup of what appeared to be melted ice cream at the front of the freezer portion of the combination General Electric refrigerator and freezer in the home's Allegheny Village secured dementia care unit.

Plan of Correction Accept [REDACTED] - 10/29/2025)

The area in the freezer was cleaned immediately on 10/20/25. Cleaning checks will be added for each shift (three times daily) on the temperature log to ensure that the first-floor refrigerator and freezer remain clean. The updated log will begin on 11/1/25.

New slide locks for both the refrigerator and freezer have been purchased and will be installed by 11/1/25. Training on the new form will be completed with Med Techs and Shift Supervisors by 11/1/25, by Executive Director.

The cleaning log will be completed three times daily for three months, then twice daily for three months, and then daily on an ongoing basis.

Housekeeping will check the refrigerator and freezer daily for cleanliness as part of their routine checklist. This process will be ongoing, and all housekeepers/maintenance will be in-serviced by 11/1/25, by Executive Director.

Maintenance Director and/or designee will audit the cleaning logs weekly for 3 months and then monthly on-going. Logs will be reviewed at the QA meeting on November 20th and monthly thereafter for six months. Documentation of QA minutes will be maintained.

The Executive Director will maintain training documentation per chapter 2600.65(i).

Licensee's Proposed Overall Completion Date: 11/06/2025

Implemented [REDACTED] - 11/12/2025)

103f - Refrigerator/Freezer Temps

2. Requirements

2600.
103.f. Food requiring refrigeration shall be stored at or below 40°F. Frozen food shall be kept at or below 0°F. Thermometers are required in refrigerators and freezers.

Description of Violation

At approximately 11:34 a.m., the refrigerator portion of the home's combination General Electric refrigerator and freezer in the Allegheny Village secured dementia care unit had a thermometer that measured forty-four degrees Fahrenheit. The temperature setting was adjusted and the refrigerator was rechecked at approximately 1:45 p.m. and measured thirty-nine degrees Fahrenheit.

REPEAT VIOLATION [REDACTED] et. al.

Plan of Correction Accept [REDACTED] - 10/29/2025)

The refrigerator temperature on the first floor was adjusted at the time of inspection. Temperature logs will be completed three times daily beginning November 1, 2025, to ensure that both the refrigerator and freezer on the first floor remain within regulatory temperature ranges. Applicable regulations will be added to the log for reference.

New slide locks for the refrigerator and freezer have been purchased and will be installed by November 1, 2025.

Training on the new temperature log form will be completed with Med Techs and Shift Supervisors by November 1,

103f Refrigerator/Freezer Temps (continued)

2025, by Executive Director.

Temperature logs will be completed three times daily for three months, then twice daily for three months, and thereafter once daily on an ongoing basis.

Housekeeping will check the refrigerator and freezer daily for cleanliness as part of their routine checklist. This process will be ongoing, and all housekeepers/maintenance will be in serviced by November 1, 2025, by Executive Director.

Maintenance Director and/or designee will audit the temperature logs weekly for 3 months and then monthly on going.

Logs will be reviewed at the QA meeting on November 20, 2025, and monthly thereafter for six months.

Documentation of QA minutes will be maintained.

The Executive Director will maintain training documentation per chapter 2600.65(i).

Licensee's Proposed Overall Completion Date: 11/06/2025

Implemented [redacted] - 11/12/2025)

103g - Storing Food

3. Requirements

2600.

103.g. Food shall be stored in closed or sealed containers.

Description of Violation

At approximately 11:06 a.m. there were fifteen frozen hamburger patties inside an open and unsealed Ziplock bag that was dated [redacted] and was stored inside a General Electric upright freezer in the home's kitchen.

REPEAT VIOLATION [redacted] et. al.

Plan of Correction

Accept [redacted] - 10/29/2025)

On October 20, 2025, a sealed bag was observed during the kitchen inspection with the surveyor present. An audit was conducted the same day by the Executive Chef to verify that all food items were properly stored.

The Executive Chef will receive re education on proper food storage procedures by the Executive Director by November 4, 2025. All current culinary staff will be educated on the proper storage of dry goods and appropriate storage methods by the Executive Chef by November 5, 2025.

A check for proper food storage will be added to the nightly kitchen checklist beginning November 5, 2025, and will continue an ongoing basis.

The Executive Director and/or designee will complete bi weekly audits for three months, followed by weekly audits for three months, and monthly audits for an additional three months to ensure continued compliance.

Audit results will be reviewed and reported at the QA meeting on November 20, 2025, and monthly thereafter for six months. Documentation of QA minutes will be maintained.

The Executive Director will maintain training documentation per chapter 2600.65(i).

Licensee's Proposed Overall Completion Date: 11/06/2025

Implemented ([redacted] - 11/12/2025)