

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

November 18, 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 10/28/2025 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: 10/08/2026  
 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: L & I

**Staffing Hours**

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

**Inspection Information**

Type: Full Notice: Unannounced BHA Docket #:  
 Reason: Renewal, Incident Exit Conference Date: 10/28/2025

**Inspection Dates and Department Representative**

10/28/2025 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

General Information  
 License Capacity: 80 Residents Served: 58  
 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: 50  
 Diagnosed with Mental Illness: 15 Diagnosed with Intellectual Disability: 0  
 Have Mobility Need: 2 Have Physical Disability: 1

**Inspections / Reviews**

10/28/2025 Full  
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 11/23/2025

11/17/2025 - POC Submission  
 Submitted By: [REDACTED] Date Submitted: 11/17/2025  
 Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 11/24/2025

Inspections / Reviews *(continued)*

11/18/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 11/17/2025

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

25c2 - Fee Schedule

1. Requirements

2600.  
25.c. At a minimum, the contract must specify the following:

Description of Violation

*The home charges specified amounts for individual personal needs services. The resident-home contract for resident [REDACTED] does not include an updated annual fee schedule of the actual amounts charged for available services.*

Plan of Correction

Accepted [REDACTED] - 11/17/2025)

*Per regulation 25c, the resident home contract for resident [REDACTED] did not reflect the updated monthly fee for the year 2025. The contract was updated with the correct monthly fee on the date of inspection, 10/28/25, by the administrator. The administrator checked all resident contracts on 10/30/25 to ensure that they were all updated and all were found to be in compliance. The administrator will check all resident contracts annually beginning 10/28/25 to ensure ongoing compliance with this regulation.*

Licensee's Proposed Overall Completion Date: 11/15/2025

Implemented [REDACTED] - 11/17/2025)

51 - Criminal Background Check

2. Requirements

2600.  
51. Criminal History Checks - Criminal history checks and hiring policies shall be in accordance with the Older Adult Protective Services Act (35 P. S. § § 10225.101—10225.5102) and 6 Pa. Code Chapter 15 (relating to protective services for older adults).

Description of Violation

*Staff Person A has a hire date of [REDACTED] and a Criminal history request was not completed until [REDACTED]*

Plan of Correction

Accepted [REDACTED] - 11/17/2025)

*Per regulation 51, all background checks must be applied for on or before the date of hire. Staff person A's background check was completed on 9/28/2010, one day after the hire date of 9/27/2010. All staff charts were checked and found to be in compliance with this regulation by the administrator on 10/30/25. Moving forward the administrator will ensure that all future hires will have their background checks applied for on or before their hire date to ensure ongoing compliance with this regulation beginning 10/28/25.*

Licensee's Proposed Overall Completion Date: 11/15/2025

Implemented [REDACTED] - 11/17/2025)

85d - Trash Receptacles

3. Requirements

2600.  
85.d. Trash in kitchens and bathrooms shall be kept in covered trash receptacles that prevent the penetration of insects and rodents.

Description of Violation

*On [REDACTED] at 10:15a.m., there was an uncovered trash can in the shared shower room.*

Plan of Correction

Accepted [REDACTED] 11/17/2025)

*Per regulation 85D, trash in bathrooms shall be kept in covered trash receptacles. There was an uncovered trash*

85d Trash Receptacles (continued)

can in the shared shower room. The uncovered trash can was immediately removed onsite on the date of inspection, 10/28/25 and replaced with a covered trash can on the date of inspection, 10/28/25 by maintenance. Maintenance will check weekly beginning 10/28/25 to ensure that the shower room has covered trash can and the Administrator will monitor for compliance with this regulation beginning 10/28/25 on an ongoing basis.

Licensee's Proposed Overall Completion Date: 11/15/2025

Implemented [redacted] - 11/17/2025)

144c1 - Smoking Area Guidelines

4. Requirements

2600.

144.c. A home that permits smoking inside or outside of the home shall develop and implement written fire safety policy and procedures that include the following:

1. Proper safeguards inside and outside of the home to prevent fire hazards involved in smoking, including providing fireproof receptacles and ashtrays, direct outside ventilation, no interior ventilation from the smoking room through other parts of the home, extinguishing procedures, fire resistant furniture both inside and outside the home and fire extinguishers in the smoking rooms.

Description of Violation

On [redacted], at 10:02a.m., approximately 6 cigarette butts were observed in the grass surrounding the outdoor designated smoking gazebo.

Repeat Violation: [redacted].

Plan of Correction

Accept [redacted] 11/17/2025)

Per regulation 144c1, six cigarette butts were in the grass surrounding the outdoor smoking gazebo. The cigarette butts were picked up by housekeeping on the date of inspection 10/28/25. Housekeeping will check the surrounding area of the gazebo daily beginning 10/28/25 to ensure compliance with this regulation and the administrator will monitor for compliance on an ongoing basis beginning 10/28/25.

Licensee's Proposed Overall Completion Date: 11/15/2025

Implemented [redacted] - 11/17/2025)

185a - Implement Storage Procedures

5. Requirements

2600.

185.a. The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.

Description of Violation

Resident [redacted] is prescribed [redacted]. The narcotic administration book does not include the initials of the staff person who administered 1 pill on [redacted] at 8:00a.m. Based on staff interviews, Resident [redacted] did receive the medication this morning, but it was not documented.

Plan of Correction

Accept [redacted] - 11/17/2025)

Per regulation 185A, resident [redacted] s [redacted] was administered on 10/28/25 at 8am and documented on the MAR but was not documented in the narcotic book. The med tech entered the appropriate documentation in the narcotic book on the date of inspection 10/28/25. The administrator had a meeting with the med tech on 10/29/25 emphasizing the importance of proper documentation. To ensure ongoing compliance the administrator will check

**185a Implement Storage Procedures (continued)**

*the narcotic book weekly for proper documentation beginning 10/28/25.*

**Licensee's Proposed Overall Completion Date: 11/15/2025**

**Implemented [REDACTED] - 11/17/2025)**