

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

November 14, 2025

[REDACTED]
THE HIGHLANDS AT WYOMISSING INC
[REDACTED]

RE: THE HIGHLANDS AT WYOMISSING
PERSONAL CARE FACILITY
2000 CAMBRIDGE AVENUE
WYOMISSING, PA, 19610
LICENSE/COC#: 20535

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 10/29/2025 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

Inspections / Reviews (*continued*)

11/14/2025 POC Submission

Submitted By: [REDACTED]

Date Submitted: 11/14/2025

Reviewer: [REDACTED]

Follow Up Type: *Bypass Document
Submission*

11/14/2025 Bypass Document Submission

Submitted By: [REDACTED]

Date Submitted: 11/14/2025

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

42b - Abuse

1. Requirements

2600.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

Description of Violation

Resident [REDACTED] was admitted to the secured dementia unit on [REDACTED]. On [REDACTED] a visitor entered the secured unit and did not ensure the door locked before they left the area. The resident was able to exit the door before it closed. A room guard alert rang but staff person A turned the alarm off without following alert protocols and completing a head count of all residents. Approximately 9 minutes later, a staff person heard yelling and found resident [REDACTED] near the parking lot on the ground. The resident was taken to the hospital and suffered a displaced proximal humerus fracture.

Plan of Correction**Accept [REDACTED] - 11/14/2025)**

1. 10/16/25 Administrator placed signs on household doors(see attached) "Please ensure that door closes securely behind you. Confirm no residents are near the exit prior to leaving. The bathroom close to the exit is monitored closely also.
2. 10/16/25 The door closures were inspected by maintenance and adjusted to ensure they close at a safe speed(see attached completed work order).
3. 10/16/25 DOW continues with Roam Alert drills(see attached). DOW re-educated staff on roam alert response, reviewed Roam Alert Process/Workflow and Elopement Policy which includes the head count process. (see attached).
3. 10/16/25 Administrator held staff meeting and Elopement Incident was discussed. Roam Alert process/workflow reviewed including validating alarm.
4. 10/24/25 IT secured the Roam Alert app. on laptops that are carried by DCS so Roam Alerts can be identified immediately.
5. On-going training and coaching in the moment will continue on Roam Alert process, alarm validity and urgency to respond.

Licensee's Proposed Overall Completion Date: 11/14/2025

Implemented [REDACTED] - 11/14/2025)

187b - Date/Time of Medication Admin.

2. Requirements

2600.

187.b. The information in subsection (a)(13) and (14) shall be recorded at the time the medication is administered.

Description of Violation

Resident [REDACTED] has an order to change their urostomy appliance every Monday and Thursday. Resident [REDACTED] October medication administration record was initialed to indicate the appliance was changed on [REDACTED] as ordered. When the resident arrived at the hospital, the date on the bag was [REDACTED], indicating that was the date the appliance was last changed.

Plan of Correction**Accept [REDACTED] 11/14/2025)**

1. 10/17/25 DOW educated on accuracy of MAR/TAR signatures. This will continue and be on-going at staff meetings.

187b Date/Time of Medication Admin. (continued)

2. 10/16/25 Employee directly involved in urostomy appliance documentation received re education and disciplinary action. Re educated on MAR/TAR signature process(see attached).
3. MAR/TAR's are reviewed at the end of shift for signatures. If signatures are missing DOW is notified. DOW checks MAR/TAR's daily for accuracy. This is an on going process.

Licensee's Proposed Overall Completion Date: 11/14/2025

Implemented [REDACTED] - 11/14/2025)

187d - Follow Prescriber's Orders**3. Requirements**

2600.
187.d. The home shall follow the directions of the prescriber.

Description of Violation

Resident [REDACTED] has an order to change their urostomy appliance every Monday and Thursday. Resident [REDACTED] s [REDACTED] appliance was not changed as ordered on Monday, [REDACTED]

Plan of Correction

Accept [REDACTED] - 11/14/2025)

1. 10/16/25 Employee directly involved in urostomy appliance documentation received re education and disciplinary action form(see attached)
2. 10/29/25 DOW re educated staff on importance of following the directions of the prescriber(see attached).
3. 10/29/25 Staff also educated on PCC documentation codes to support documentation(see attached). This was a recommendation when DHS was here.

Licensee's Proposed Overall Completion Date: 11/13/2025

Implemented [REDACTED] - 11/14/2025)