

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

December 8, 2025

[REDACTED]  
600 PAOLI POINTE DRIVE OPERATIONS LLC  
[REDACTED]

RE: HIGHGATE AT PAOLI POINTE  
600 PAOLI POINTE DRIVE  
PAOLI, PA, 19301  
LICENSE/COC#: 13610

[REDACTED],  
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 11/06/2025 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: HIGHGATE AT PAOLI POINTE License #: 13610 License Expiration: 10/11/2025  
 Address: 600 PAOLI POINTE DRIVE, PAOLI, PA 19301  
 County: CHESTER Region: SOUTHEAST

**Administrator**

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

**Legal Entity**

Name: 600 PAOLI POINTE DRIVE OPERATIONS LLC  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: C-2 LP Date: 05/15/1996 Issued By: COPA L & I

**Staffing Hours**

Resident Support Staff: 0 Total Daily Staff: 41 Waking Staff: 31

**Inspection Information**

Type: Partial Notice: Unannounced BHA Docket #:  
 Reason: Complaint, Incident Exit Conference Date: 11/06/2025

**Inspection Dates and Department Representative**

11/06/2025 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: 124 Residents Served: 27

**Secured Dementia Care Unit**  
 In Home: Yes Area: 3rd Floor Capacity: 30 Residents Served: 12

**Hospice**  
 Current Residents: 5

**Number of Residents Who:**  
 Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 27  
 Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0  
 Have Mobility Need: 14 Have Physical Disability: 0

**Inspections / Reviews**

11/06/2025 Partial  
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 11/29/2025

12/03/2025 - POC Submission  
 Submitted By: [REDACTED] Date Submitted: 12/05/2025  
 Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 12/10/2025

Inspections / Reviews *(continued)*

12/08/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 12/05/2025

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

65a - FS Orientation 1st Day

1. Requirements

2600.

65.a. Prior to or during the first work day, all direct care staff persons including ancillary staff persons, substitute personnel and volunteers shall have an orientation in general fire safety and emergency preparedness that includes the following:

1. Evacuation procedures.
2. Staff duties and responsibilities during fire drills, as well as during emergency evacuation, transportation and at an emergency location if applicable.
3. The designated meeting place outside the building or within the fire-safe area in the event of an actual fire.
4. Smoking safety procedures, the home's smoking policy and location of smoking areas, if applicable.
5. The location and use of fire extinguishers.
6. Smoke detectors and fire alarms.
7. Telephone use and notification of emergency services.

Description of Violation

Staff Person A, whose first day of work was [REDACTED], did not receive orientation on the following topics:

1. Evacuation procedures.
2. Staff duties and responsibilities during fire drills, as well as during emergency evacuation, transportation and at an emergency location if applicable.
3. The designated meeting place outside the building or within the fire-safe area in the event of an actual fire.
4. Smoking safety procedures, the home's smoking policy and location of smoking areas, if applicable.
5. The location and use of fire extinguishers.
6. Smoke detectors and fire alarms.
7. Telephone use and notification of emergency services.

Plan of Correction

Accept [REDACTED] - 12/03/2025)

On 11/6/25- HR immediately put together a training binder that all agency staff must read and sign off on. Scheduler will ensure that agency is completing and signing off on the training. Training binder will be on going as long as agency is in the building. DHW and scheduler or designee will ensure continued compliance. Compliance date: Ongoing

Licensee's Proposed Overall Completion Date: 11/26/2025

Implemented [REDACTED] - 12/08/2025)