

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

February 9, 2026

[REDACTED]
INSINGER'S PERSONAL CARE HOME INC
[REDACTED]

RE: INSINGER'S PERSONAL CARE
HOMES NORTH
673 CAMPBELL STREET
WILLIAMSPORT, PA, 17701
LICENSE/COC#: 20210

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 12/29/2025 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

Facility Information

Name: *INSINGER'S PERSONAL CARE HOMES NORTH* License #: *20210* License Expiration: *12/22/2026*
 Address: *673 CAMPBELL STREET, WILLIAMSPORT, PA 17701*
 County: *LYCOMING* Region: *NORTHEAST*

Administrator

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

Legal Entity

Name: *INSINGER'S PERSONAL CARE HOME INC*
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *03/05/1985* Issued By: *L&I*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *11* Waking Staff: *8*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #: [REDACTED]
 Reason: *Complaint* Exit Conference Date: *12/29/2025*

Inspection Dates and Department Representative

12/29/2025 - On-Site [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: *20* Residents Served: *11*

Secured Dementia Care Unit
 In Home: *No* Area: [REDACTED] Capacity: [REDACTED] Residents Served: [REDACTED]

Hospice
 Current Residents: *0*

Number of Residents Who:
 Receive Supplemental Security Income: *11* Are 60 Years of Age or Older: *4*
 Diagnosed with Mental Illness: *11* Diagnosed with Intellectual Disability: *4*
 Have Mobility Need: *0* Have Physical Disability: *0*

Inspections / Reviews

12/29/2025 Partial
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *02/03/2026*

02/04/2026 - POC Submission
 Submitted By: [REDACTED] Date Submitted: *02/06/2026*
 Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *02/11/2026*

Inspections / Reviews *(continued)*

02/05/2026 POC Submission

Submitted By: [REDACTED]

Date Submitted: 02/06/2026

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 02/12/2026

02/09/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 02/06/2026

Reviewer: [REDACTED]

Follow Up Type: Not Required

42c - Treatment of Residents

1. Requirements

2600.

42.c. A resident shall be treated with dignity and respect.

Description of Violation

During resident interviews, it was determined that Staff person A called resident [REDACTED] a drug addict and used foul language towards them. Resident [REDACTED] stated staff person A curses and yells at them, resident # [REDACTED] reported feeling intimidated by staff person A's yelling, cursing, and threatening with eviction, resident [REDACTED] reports cursing and yelling by staff person A, and resident [REDACTED] stated staff person A yells and curses at many residents in the home at least 3 times a week.

Plan of Correction**Accept [REDACTED] - 02/05/2026)**

The administrator is responsible for ensuring that all residents are treated with dignity and respect by all staff persons. On 12-30-25 staff person A was trained by the administrator on resident rights. After reviewing resident rights, the administrator reviewed Protective Services with staff person A. The administrator also discussed the ramifications with staff person A and what the end result would be if this behavior continued. Staff person A signed off on pertinent documentation showing that [REDACTED] was retrained and understood what needed to be done and the consequences if this were to happen again. Treating residents with dignity and respect ensures that residents are entitled to be treated in a dignified and respectful manner. The administrator will interview all residents weekly about staff A and other staff and document the date and what was said for at least 4 weeks to identify any current or existing issues.

*Proposed Overall Completion Date: 02/04/2026***Licensee's Proposed Overall Completion Date: 02/04/2026****Implemented [REDACTED] - 02/09/2026)**