

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

April 1, 2026

[REDACTED]
LANCASTER PCH LLC
[REDACTED]

RE: LEGEND PERSONAL CARE AND
MEMORY CARE OF LANCASTER
31 MILLERSVILLE ROAD
LANCASTER, PA, 17603
LICENSE/COC#: 33306

[REDACTED],
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/13/2026 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: LEGEND PERSONAL CARE AND MEMORY CARE OF LANCASTER **License #:** 33306 **License Expiration:** 12/11/2025

Address: 31 MILLERSVILLE ROAD, LANCASTER, PA 17603

County: LANCASTER **Region:** CENTRAL

Administrator

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

Legal Entity

Name: LANCASTER PCH LLC

Address: [REDACTED]

Phone: [REDACTED] **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: I-1	Date: 12/19/2006	Issued By: Manor Township
Type: I-2	Date: 12/19/2006	Issued By: Manor Township

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 118 **Waking Staff:** 89

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:**

Reason: Complaint, Incident **Exit Conference Date:** 01/13/2026

Inspection Dates and Department Representative

01/13/2026 - On-Site [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 100 **Residents Served:** 77

Secured Dementia Care Unit

In Home: Yes **Area:** Reflections **Capacity:** 40 **Residents Served:** 40

Hospice

Current Residents: 4

Number of Residents Who:

Receive Supplemental Security Income: 0	Are 60 Years of Age or Older: 76
Diagnosed with Mental Illness: 0	Diagnosed with Intellectual Disability: 0
Have Mobility Need: 41	Have Physical Disability: 0

Inspections / Reviews

01/13/2026 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 02/07/2026

Inspections / Reviews *(continued)*

02/19/2026 POC Submission

Submitted By: [REDACTED]

Date Submitted: 02/26/2026

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 03/02/2026

04/01/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 02/26/2026

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] has displayed multiple behaviors including inappropriate sexual activity with [REDACTED] residents to include an incident on [REDACTED] where [REDACTED] was found in Resident [REDACTED]'s room fully unclothed engaging in a sexual act with Resident [REDACTED]. As a result, Resident [REDACTED]'s POA was informed via the phone of the guidelines for consent of a dementia resident participating in sexual activity. Following this incident the home implemented daily and every shift checks by direct care staff to ensure that Resident [REDACTED] is not alone in any female resident rooms.

On [REDACTED] 1-1 services were initiated to provide supervision to Resident [REDACTED] as a result of these sexually inappropriate behaviors, this supervision was to be provided by a home health care agency. Additionally, direct care staff were instructed by the home to continue with frequent checks on Resident [REDACTED] throughout each shift to monitor [REDACTED] behaviors.

On [REDACTED] the 1-1 services provided by the home health care agency stopped, direct care staff in the home were still being instructed to provide daily checks and checks throughout the shift for Resident [REDACTED]. Resident [REDACTED] had to be redirected numerous times from attempting to enter other female resident rooms these incidents occurred on [REDACTED], [REDACTED], and [REDACTED].

On [REDACTED] at around 12:45 PM, Resident [REDACTED] was fondling Resident [REDACTED]'s genital area through [REDACTED] clothing. On [REDACTED] at around 2:50 PM, Resident [REDACTED] was fondling Resident [REDACTED]'s breast area through [REDACTED] clothing. Both of these incidents occurred in common areas of the home's Secured Dementia Care Unit.

Resident [REDACTED] resides in the homes Secure Dementia Care Unit, according to [REDACTED] most recent assessment [REDACTED] [REDACTED] is unable to recall person, place and time.

Repeated Violation - [REDACTED]

Plan of Correction

Accept [REDACTED] 02/19/2026)

On 1/15/2026 Health Care Specialist trained and educated clinical staff on the topics of Sexual Abuse, Sexual Harassment, Inappropriate Touching and Reporting Incidents. Documentation shall be kept.

On 2/3/26 Health Care Specialist spoke to Resident [REDACTED] POA in regard to intimate relationships with other residents and is in agreement and acceptance of the resident pursuing relationships with physical and emotional contact.

On 2/3/26 Health Care Specialist spoke to Resident [REDACTED] POA in regard to intimate relationships with other residents and is in agreement and acceptance of the resident pursuing relationships with physical and emotional contact.

By 2/12/2026 Residence Director or Designee will train the staff on the topics of Sexual Abuse, Sexual Harassment and Inappropriate touching and Reporting Incidents. Documentation shall be kept.

42b Abuse (continued)

Beginning 2/5/2026 Health Care Specialist or Designee will review resident rights with 5 residents weekly x 4 weeks, then biweekly x 4 weeks, then monthly x1 month to validate sustained compliance.

To ensure consistent adherence to Regulation 2600.42b, compliance monitoring will be conducted during the QMPI meeting. This review shall occur at the next QMPI meeting by 2/28/26, documentation shall be kept, further ensuring our commitment to transparency and accountability. The quality management review shall include a review of all items specified in 2600.26.

Licensee's Proposed Overall Completion Date: 03/02/2026

Implemented ([REDACTED] 04/01/2026)