

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

February 23, 2026

[REDACTED]
LUTHERAN SENIOR SERVICES EAST
[REDACTED]

RE: THE BUEHRLE CENTER
ONE SOUTH HOME AVENUE
TOPTON, PA, 19562
LICENSE/COC#: 21496

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/22/2026 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: THE BUEHRLE CENTER	License #: 21496	License Expiration: 07/24/2026
Address: ONE SOUTH HOME AVENUE, TOPTON, PA 19562		
County: BERKS	Region: NORTHEAST	

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

Legal Entity		
Name: LUTHERAN SENIOR SERVICES EAST		
Address: [REDACTED]		
Phone: [REDACTED]	Email: [REDACTED]	

Certificate(s) of Occupancy		
Type: C-1	Date: 01/16/2016	Issued By: L & I

Staffing Hours		
Resident Support Staff: 0	Total Daily Staff: 76	Waking Staff: 57

Inspection Information		
Type: Partial	Notice: Unannounced	BHA Docket #:
Reason: Incident	Exit Conference Date: 01/22/2026	

Inspection Dates and Department Representative		
01/22/2026 - On-Site: [REDACTED]		

Resident Demographic Data as of Inspection Dates			
General Information			
License Capacity: 92		Residents Served: 53	
Secured Dementia Care Unit			
In Home: Yes	Area: unit	Capacity: 26	Residents Served: 19
Hospice			
Current Residents: 4			
Number of Residents Who:			
Receive Supplemental Security Income: 0		Are 60 Years of Age or Older: 92	
Diagnosed with Mental Illness: 0		Diagnosed with Intellectual Disability: 0	
Have Mobility Need: 23		Have Physical Disability: 2	

Inspections / Reviews		
01/22/2026 Partial		
Lead Inspector: [REDACTED]	Follow-Up Type: POC Submission	Follow-Up Date: 02/14/2026
02/10/2026 - POC Submission		
Submitted By: [REDACTED]	Date Submitted: 02/18/2026	
Reviewer: [REDACTED]	Follow-Up Type: POC Submission	Follow-Up Date: 02/17/2026

Inspections / Reviews *(continued)*

02/11/2026 POC Submission

Submitted By: [REDACTED]

Date Submitted: 02/18/2026

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 02/19/2026

02/23/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 02/18/2026

Reviewer: [REDACTED]

Follow Up Type: Not Required

16c - Written Incident Report

1. Requirements

2600.

16.c. The home shall report the incident or condition to the Department’s personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in § 2600.15 (relating to abuse reporting covered by law).

Description of Violation

On [REDACTED], Staff person A witnessed Staff person B using disrespectful language toward Resident [REDACTED]. This was not reported to the Department until [REDACTED].

Plan of Correction

Accepted [REDACTED] 02/10/2026)

The Administrator received the written complaint on January 6, 2026, at which time it was reported to The Department. Staff Member A placed the written complaint, dated January 1, 2026, under the supervisor’s door and did not communicate further to supervisor or Administrator.

On February 9, 2026, the Administrator re-educated Staff Member A on the correct procedure of reporting any complaints in a one-on-one meeting. On February 18, 2026, during a regular staff meeting, the Administrator shall re-educate all staff of the proper procedure of reporting a complaint. The Administrator and/or Clinical Services Manager (CSM) shall perform on-the-spot education as necessary throughout the year so that all staff maintain knowledge of proper reporting procedures.

Licensee's Proposed Overall Completion Date: 02/18/2026

Implemented [REDACTED] - 02/23/2026)

42c - Treatment of Residents

2. Requirements

2600.

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

Description of Violation

On [REDACTED], Staff person A witnessed Staff person B using disrespectful language toward Resident [REDACTED].

Plan of Correction

Accepted [REDACTED] 02/10/2026)

The Administrator shall re-educate all staff on Resident Rights during a regularly scheduled staff meeting on February 18, 2026. Staff Member B has been required to do additional training in Resident Rights and Customer Service. Six (6) training sessions have been set up for Staff Member B which were completed on January 11, 2026. The Administrator and/or the Clinical Services Manager (CSM) shall meet weekly with Staff Member B for continued mentorship to ensure proper resident rights and customer service for all residents. The Administrator and/or the Clinical Services Manager (CSM) shall also perform on-the-spot education as necessary throughout the year so that all staff maintain knowledge of Resident Rights.

Licensee's Proposed Overall Completion Date: 02/18/2026

Implemented [REDACTED] 02/23/2026)