

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

March 24, 2026

[REDACTED]
WEST SIDE KOZY COMFORT PERSONAL CARE HOME INC
[REDACTED]

RE: WEST SIDE KOZY COMFORT
PERSONAL CARE HOME
906 SOUTH MAIN AVENUE
SCRANTON, PA, 18504
LICENSE/COC#: 20449

[REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/28/2026, 01/29/2026, 01/30/2026, 01/31/2026, 02/04/2026, 02/06/2026 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: WEST SIDE KOZY COMFORT PERSONAL CARE HOME **License #:** 20449 **License Expiration:** 09/20/2026
Address: 906 SOUTH MAIN AVENUE, SCRANTON, PA 18504
County: LACKAWANNA **Region:** NORTHEAST

Administrator

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

Legal Entity

Name: WEST SIDE KOZY COMFORT PERSONAL CARE HOME INC
Address: [REDACTED]
Phone: [REDACTED] **Email:** [REDACTED]

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 24 **Waking Staff:** 18

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Complaint, Interim **Exit Conference Date:** 02/06/2026

Inspection Dates and Department Representative

01/28/2026 - On-Site: [REDACTED]
01/29/2026 - On-Site: [REDACTED]
01/30/2026 - On-Site: [REDACTED]
01/31/2026 - On-Site: [REDACTED]
02/04/2026 - On-Site: [REDACTED]
02/06/2026 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 36 **Residents Served:** 24

Secured Dementia Care Unit

In Home: No **Area:** **Capacity:** **Residents Served:**

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 23 **Are 60 Years of Age or Older:** 18
Diagnosed with Mental Illness: 24 **Diagnosed with Intellectual Disability:** 0
Have Mobility Need: 0 **Have Physical Disability:** 0

Inspections / Reviews

01/28/2026 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 02/27/2026

03/24/2026 POC Submission

Submitted By: [REDACTED]

Date Submitted: 03/24/2026

Reviewer: [REDACTED]

Follow Up Type: *Bypass Document Submission*

03/24/2026 Bypass Document Submission

Submitted By: [REDACTED]

Date Submitted: 03/24/2026

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

83a - Indoor Temperature

1. Requirements

2600.

83.a. The indoor temperature, in areas used by the residents, must be at least 70°F when residents are present in the home.

Description of Violation

On [redacted] at 9:20 am, when residents were present in the home, the temperature in the first-floor TV room used by the residents was 53 degrees Fahrenheit.

On [redacted] at 11:30am, when residents were present in the home, the temperature in the dining room used by the residents was 60.3 degrees Fahrenheit, the first-floor TV room used by residents was 61.9 degrees Fahrenheit and the upstairs hallway used by residents was 64.4 degrees Fahrenheit.

On [redacted] at 2:30pm, when residents were present in the home, the temperature in the dining room used by the residents was 66.7 degrees Fahrenheit, the first-floor TV room used by residents was 61.9 degrees Fahrenheit and the upstairs hallway used by residents was 67.4 degrees Fahrenheit.

Plan of Correction

Accept [redacted] - 03/17/2026)

the heater was dont producing the heat it should be the home had to call out multiple companies to get it fixed the correct way which tool 2 days. The home finally got company that got heat working properly again and also installed another heater. The homes admin was there with company and try to get heat back working properly. The staff was also was giving updates every hour to the admin. The home make sure any issues with the heat the company will be call out asap like this time. The home installed the other heater to ensure that the heat does not drop that low again.

Licensee's Proposed Overall Completion Date: 03/04/2026

Implemented [redacted] - 03/24/2026)

89a - Water Pressure

2. Requirements

2600.

89.a. The home must have hot and cold water under pressure in each bathroom, kitchen and laundry area to accommodate the needs of the residents in the home.

Description of Violation

On [redacted] at 2:30 pm, the hot water temperature on the 2nd floor, 1st bathroom measured 97.9 degrees Fahrenheit and at 3:15 pm it was 97.5 degrees Fahrenheit. At 2:37 pm, the hot water temperature on the 2nd floor, 2nd bathroom measured 99.7 degrees Fahrenheit and at 3:20 pm it was 99.4 degrees Fahrenheit. At 2:37 pm, the hot water temperature on the 2nd floor, 2nd bathroom measured 99.7 degrees Fahrenheit and at 3:20 pm it was 99.4 degrees Fahrenheit. At 2:42 pm, the hot water temperature on the 2nd floor, front bathroom measured 92.4 degrees Fahrenheit and at 3:07 it was 92.1 degrees Fahrenheit. The hot water temperature is not sufficient to meet the bathing, cleaning, and sanitation needs of the home.

Plan of Correction

Accept [redacted] - 03/24/2026)

the home has water heater brand new that works perfectly fine there was 5 residents taking showers that day inspector was back out to check next day n it was fine.

Licensee's Proposed Overall Completion Date: 03/10/2026

89a Water Pressure (*continued*)*Implemented* [REDACTED] - 03/24/2026)

95 Furniture and Equipment

3. Requirements

2600.

95. Furniture and Equipment Furniture and equipment must be in good repair, clean and free of hazards.

Description of Violation

On [REDACTED] at 11:00am the washing machine drainpipe was not properly draining the water into the sewer, instead the water drains from the washing machine into the home's utility sink causing of overflow of water on to the floor. The home is unable to use the home's only washing machine.

Plan of Correction*Accept* [REDACTED] - 03/24/2026)

the drain for the washer under ground was blocked and backing up. The home had plumber install all new pipes for the drain and called plumber as soon as it happen. the staff will monitor the drain and washer to make sure the new pipe is working correctly. while the pipe was down the home took resident laundry to the laundry matt 3 times and once to angels sister site to make sure residents had clean clothes. All residents laundry was done same day and given back to residents on same day.

Licensee's Proposed Overall Completion Date: 03/04/2026

Implemented [REDACTED] 03/24/2026)

105f Labeling/Return of Clothes

4. Requirements

2600.

105.f. Measures shall be implemented to ensure that residents' clothing are not lost or misplaced during laundering or cleaning. The resident's clean clothing shall be returned to the resident within 24 hours after laundering

Description of Violation

On [REDACTED] at 11:00am the washing machine drainpipe is not operable; resident's clothes are being washed at the home's sister facility or at the laundromat. Resident laundry is not being returned to resident with in 24 hours.

Plan of Correction*Accept* [REDACTED] 03/24/2026)

no laundry was left over 24 hours all laundry was given back with in 8 hours. most of it went to laundry matt.

Licensee's Proposed Overall Completion Date: 03/10/2026

Implemented [REDACTED] - 03/24/2026)