

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

April 8, 2026

[REDACTED]  
THE PALMS AT O'NEIL INC  
[REDACTED]  
[REDACTED]

RE: THE PALMS AT O'NEIL  
1 GLENSHIRE LANE  
MCKEESPORT, PA, 15132  
LICENSE/COC#: 43964

[REDACTED],  
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 02/24/2026, 02/26/2026 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 PALMS AT O'NEIL License #: 43964 License Expiration: 11/19/2026  
 Address: 1 GLENSHIRE LANE, MCKEESPORT, PA 15132  
 County: ALLEGHENY Region: WESTERN

**Administrator**

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

**Legal Entity**

Name: THE PALMS AT O'NEIL INC  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

**Staffing Hours**

Resident Support Staff: 0 Total Daily Staff: 63 Waking Staff: 47

**Inspection Information**

Type: Partial Notice: Unannounced BHA Docket #:  
 Reason: Complaint Exit Conference Date: 02/26/2026

**Inspection Dates and Department Representative**

02/24/2026 - On-Site: [REDACTED]  
 02/26/2026 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

General Information  
 License Capacity: 82 Residents Served: 54  
 Secured Dementia Care Unit  
 In Home: No Area: Capacity: Residents Served:  
 Hospice  
 Current Residents: 9  
 Number of Residents Who:  
 Receive Supplemental Security Income: 2 Are 60 Years of Age or Older: 51  
 Diagnosed with Mental Illness: 32 Diagnosed with Intellectual Disability: 3  
 Have Mobility Need: 9 Have Physical Disability: 1

**Inspections / Reviews**

02/24/2026 Partial  
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 03/16/2026

03/27/2026 - POC Submission  
 Submitted By: [REDACTED] Date Submitted: 04/06/2026  
 Reviewer: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 04/02/2026

Inspections / Reviews *(continued)*

03/30/2026 POC Submission

Submitted By: [REDACTED]

Date Submitted: 04/06/2026

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 04/06/2026

04/08/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 04/06/2026

Reviewer: [REDACTED]

Follow Up Type: Not Required

187b - Date/Time of Medication Admin.

1. Requirements

2600.

187.b. The information in subsection (a)(13) and (14) shall be recorded at the time the medication is administered.

Description of Violation

Resident [redacted] is prescribed [redacted] take one capsule by mouth two times a day. Resident [redacted]s medication administration record does not include the initials of the staff person who administered [redacted] on [redacted] at 8:00 a.m.

Plan of Correction

Accept [redacted] - 03/30/2026)

Effective March 16th the newly hired resident care coordinator will review the EMAR daily for omissions. The report generated will cover all residents The RCC will investigate and address any omissions. If the RCC is not available the assistant RCC will review and investigate. The RCC is having a mandatory meeting with Med Techs on April 2 to address all violations and provide retraining. Documentation of staff retraining will be kept

Licensee's Proposed Overall Completion Date: 04/02/2026

Implemented [redacted] - 04/08/2026)

187d - Follow Prescriber's Orders

2. Requirements

2600.

187.d. The home shall follow the directions of the prescriber.

Description of Violation

Resident [redacted] is prescribed [redacted] take two tablets by mouth 2 times a day. However, this medication was not administered to resident [redacted], on the following dates, because the medication was not available in the home.

- [redacted] the second dose of medication was not administered.
- [redacted], the morning and evening dose was not administered.
- [redacted] the morning and evening dose was not administered.

Resident [redacted] is prescribed [redacted] capsule take one capsule by mouth one time a day. However, this medication was not administered to resident [redacted], on [redacted] and [redacted], because the medication was not available in the home.

Resident [redacted] is prescribed [redacted] take by mouth 1 tablet twice daily. However, this medication was not administered to resident [redacted], on the following dates, because the medication was not available in the home.

- [redacted], the morning and evening dose was not administered.
- [redacted], the morning and evening dose was not administered.
- [redacted], the morning and evening dose was not administered.
- [redacted] the morning and evening dose was not administered.
- [redacted], the morning dose was not administered.

Plan of Correction

Directed [redacted] - 03/30/2026)

Effective March 16th the newly hired Resident Care coordinator will review the EMAR daily for missing med

**187d - Follow Prescriber's Orders (continued)**

administration for all residents. The missing meds were either not reported to the previous RCC or the order was not renewed prior to the depletion of the med. Viewing the daily report, cart audits and Med staff reporting to the RCC/Assistant RCC will be able to prevent future meds from not being timely refilled. . If the RCC is not available the assistant RCC will review and investigate missing meds. The RCC is providing retraining on April 2nd to address the violations with staff. Documentation of the training will be kept.. (DIRECTED: By 4/2/26: All staff persons qualified to administer medications shall be re-educated by the RCC on the home's medication administration procedures, which includes the procedures for reordering medications prior to the depletion of the current supply to ensure medications are present in the home and available for administration in accordance with 26900.187d.

Documentation of the education shall be kept in accordance with 2600.65i. LM 3/30/26).

Resident [REDACTED] was refilled and delivered to the facility on 02/02/2026 and resident #2 was refilled and delivered to the facility on 02/24/2026

DIRECTED: Within 24 hours of receipt of the plan of correction: The administrator/designee shall review all current medications for residents # [REDACTED] and # [REDACTED] to ensure all prescribed medications are present in the home and available for administration. [REDACTED] 3/30/26.

DIRECTED: Beginning on 4/6/26: The RCC/designee shall audit all medications for at least 4 residents per week for 1 month then monthly thereafter to ensure all prescribed medications are present in the home and available for administration. [REDACTED] 3/30/26.

Proposed Overall Completion Date: 04/02/2026

Directed Completion Date: 04/06/2026

Implemented [REDACTED] - 04/08/2026)