

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

April 3, 2026

[REDACTED]
RIVERSTONE MANOR LLC
[REDACTED]

RE: RIVERSTONE MANOR
ONE MAIN STREET
WALNUTPORT, PA, 18088
LICENSE/COC#: 22394

[REDACTED],
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 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]
Human Services Licensing Supervisor

cc: Pennsylvania Bureau of Human Service Licensing

Facility Information

Name: RIVERSTONE MANOR License #: 22394 License Expiration: 11/09/2026
 Address: ONE MAIN STREET, WALNUTPORT, PA 18088
 County: NORTHAMPTON Region: NORTHEAST

Administrator

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

Legal Entity

Name: RIVERSTONE MANOR LLC
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: I-1 Date: 03/15/2012 Issued By: L&I

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 66 Waking Staff: 50

Inspection Information

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

Inspection Dates and Department Representative

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

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: 72 Residents Served: 63
 Secured Dementia Care Unit
 In Home: No Area: Capacity: Residents Served:
 Hospice
 Current Residents: 0
 Number of Residents Who:
 Receive Supplemental Security Income: 30 Are 60 Years of Age or Older: 35
 Diagnosed with Mental Illness: 38 Diagnosed with Intellectual Disability: 14
 Have Mobility Need: 3 Have Physical Disability: 2

Inspections / Reviews

02/26/2026 Partial
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 03/22/2026

03/23/2026 - POC Submission
 Submitted By: [REDACTED] Date Submitted: 04/02/2026
 Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 03/30/2026

Inspections / Reviews *(continued)*

04/03/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 04/02/2026

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], the home did not report to the department that there was a broken water pipe that resulted in no hot water on the facility's women's side residences from 9:30 a.m. to 1:30 p.m.

Also, on [REDACTED] the home did not report that Liberty Health called the home inquiring about an allegation that staff member A yelled in resident [REDACTED]'s ear and that resident [REDACTED] feels uncomfortable around staff member A.

Plan of Correction

Accept [REDACTED] - 03/23/2026)

The staff reported to the administrator that it was not hot water on that area, and it was reported to the maintenance manager right away. the maintenance manager found out it was caused by a broken pipe, and [REDACTED] fixed immediately. [REDACTED] never reported back about the broken pipe. It caused a lack of communication, and the administrator did not submit the report.

About Incident on 02/27/26, the administrator received a phone call from Liberty health and the person on the phone just asked to investigate with employee and resident about allegation that staff member yelled at resident [REDACTED], however [REDACTED] said that it wouldn't be consider as an official report that [REDACTED] just wanted to talk to the resident and investigate the situation. I spoke with resident [REDACTED] and [REDACTED] denied the allegation and did not submit the Incident report.

In the future, the Administrator will have closer communication with maintenance to follow up and send incident report in timely manner, according with regulations. In the, the Administrator will send an incident report right after any call or visit is received with any kind of allegation.

The administrator is responsible for sending all Incident reports within 24 hours of any occurrence.

Licensee's Proposed Overall Completion Date: 03/20/2026

Implemented [REDACTED] - 04/03/2026)

89b - Hot Water Temperature

2. Requirements

2600.

89.b. Hot water temperature in areas accessible to the resident may not exceed 120°F.

Description of Violation

On [REDACTED] at 11:10 a.m. the women's side hallway bathroom sink by room [REDACTED], hot water temperature measured 140 degrees Fahrenheit.

89b Hot Water Temperature (continued)

Plan of Correction

Accept (█ - 03/23/2026)

The maintenance manager did not readjust the temperature back down after fixing the pipe previously. On 02/26/26, the temperature was adjusted to 113. On 02/27/2026 the Administrator met with the Maintenance Manager and request a daily report for temperatures for entire building.

In the future, the Administrator will make sure that the Maintenance Manager check the water temperatures in a daily basis.

Licensee's Proposed Overall Completion Date: 03/20/2026

Implemented (█ - 04/03/2026)

227b - Support Plan Content

3. Requirements

2600.

227.b. A home may use its own support plan form if it includes the same information as the Department's support plan form.

Description of Violation

Review of the resident █ Medical Evaluation dated █ indicates the resident is allergic to █ However, resident █s annual Support Plan dated █, does not include that the resident █s █ allergy.

Plan of Correction

Accept (█ - 03/23/2026)

The Allergy was noted in the Kitchen and █ DME but it was not included in █ Support Plan. Resident █ Support plan was updated (copy attached). On 02/28/2026 The Administrator audited all residents' Support Plans to include diet restrictions.

In the future, the Administrator will make sure that all support plans include all diet restrictions.

Licensee's Proposed Overall Completion Date: 03/20/2026

Implemented (█ - 04/03/2026)