

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

May 11, 2026

[REDACTED], VICE PRESIDENT  
NH BV EAST NORRITON TENANT, LLC  
300 E. GERMANTOWN PIKE  
EAST NORRITON, PA, 19401

RE: BRIGHTVIEW EAST NORRITON  
300 E. GERMANTOWN PIKE  
EAST NORRITON, PA, 19401  
LICENSE/COC#: 15232

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 03/16/2026, 03/17/2026 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: *BRIGHTVIEW EAST NORRITON* License #: *15232* License Expiration: *03/10/2027*  
 Address: *300 E. GERMANTOWN PIKE, EAST NORRITON, PA 19401*  
 County: *MONTGOMERY* Region: *SOUTHEAST*

**Administrator**

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

**Legal Entity**

Name: *NH BV EAST NORRITON TENANT, LLC*  
 Address: *300 E. GERMANTOWN PIKE, EAST NORRITON, PA, 19401*  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *I-2* Date: *02/27/2008* Issued By: *East Norriton Township*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *99* Waking Staff: *74*

**Inspection Information**

Type: *Full* Notice: *Unannounced* BHA Docket #:  
 Reason: *Renewal* Exit Conference Date: *03/17/2026*

**Inspection Dates and Department Representative**

03/16/2026 - On-Site: [REDACTED]  
 03/17/2026 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

General Information  
 License Capacity: *90* Residents Served: *66*

Secured Dementia Care Unit  
 In Home: *Yes* Area: *Wellspring* Capacity: *24* Residents Served: *22*

Hospice  
 Current Residents: *9*

Number of Residents Who:  
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *64*  
 Diagnosed with Mental Illness: *0* Diagnosed with Intellectual Disability: *1*  
 Have Mobility Need: *33* Have Physical Disability: *0*

**Inspections / Reviews**

03/16/2026 Full  
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *04/16/2026*

04/16/2026 - POC Submission  
 Submitted By: [REDACTED] Date Submitted: *05/10/2026*  
 Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *05/15/2026*

Inspections / Reviews *(continued)*

05/11/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 05/10/2026

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

65f - Training Topics

1. Requirements

2600.

65.f. Training topics for the annual training for direct care staff persons shall include the following:

- 1. Medication self-administration training.
- 2. Instruction on meeting the needs of the residents as described in the preadmission screening form, assessment tool, medical evaluation and support plan.
- 5. Personal care service needs of the resident.
- 7. Care for residents with mental illness or an intellectual disability, or both, if the population is served in the home.

Description of Violation

Direct care staff person A did not receive training in medication self-administration training, instruction on meeting the needs of the residents as described in the preadmission screening form, assessment tool, medical evaluation and support plan, personal care service needs of the resident, care for residents with mental illness or an intellectual disability, or both, if the population is served in the home during training year 2025.

Plan of Correction

Accept ( ) - 04/16/2026

We respectfully request that this violation be withdrawn. Staff member A completed the required trainings earlier than the completion due dates. In 2024 Staff member A completed the trainings twice, once for the calendar year 2024(June and July) and once (November) for the 2025 calendar year. See attached Relias training completion dates. If withdraw is not approved the below POC has been implemented.

In response to the violation 3/16/2026 by the Pennsylvania Bureau of Human Service licensing immediate action was taken on 3/16/2026 by the Wellspring Village Director. Staff member A was instructed to complete trainings only during the current calendar year and not complete any future trainings unless the due date fell in that current calendar year.

To enhance the currently compliant operations, on 04/9/2026 and 4/13/2026 the Wellspring Village Director, Personal Care Director and Health Services Director completed an in-service training with all direct care staff instructing them to complete the required annual training only during the current calendar year 2026.

2. On 4/13/2026 an audit was completed by the health & wellness Directors (PCD, WVD, HSD) to ensure that any required annual direct care training for medication self-administration training, Instruction meeting the needs of the resident as described in the preadmission screening form, assessment tool, medical evaluation and support plan. Personal Care needs of the resident and care for the resident with mental health or intellectual disability has been completed for the calendar year 2026.

3. By 4/16/2026 The required annual online trainings for direct care staff will only be available to complete during the current calendar year, with a completion date of 12/31/2026.

Effective 04/13/2026 the health & wellness Directors will perform audits through 04/30/2026 to maintain ongoing compliance with ensuring training topics for the annual training for direct care staff persons are completed in the current calendar year, any findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 04/30/2026

Implemented ( ) - 05/11/2026

184c - Sample Prescription Meds.

2. Requirements

2600.

184.c. Sample prescription medications shall have written instructions from the prescriber that include the components specified in subsection (a).

Description of Violation

Sample Creon belonging to resident 1 were in the medication cart. The labels for these samples did not include The date the prescription was issued, The prescribed dosage and instructions for administration, and the name and title of the prescriber.

Plan of Correction

Accept (█) - 04/16/2026)

In response to the violation on 3/16/2026 by the Pennsylvania Bureau of Human Services Licensing, immediate action was taken on 3/16/2026 by the Health Services Director to replace sample prescription bottle of Creon for resident 1 with a bottle from Small Town Pharmacy with a compliant pharmacy label.

To enhance the currently compliant operations:

- 1. On 4/13/2026 the Health services Director will conduct In-service for medication technicians in Wellspring Village and Personal Care neighborhoods to ensure medication carts are being audited and that no sample prescription medications are in the cart with a completion date of 4/13/2026.
- 2. On 4/15/2026 the Medication Technicians will be responsible to audit their medication carts weekly and complete audit documentation, with a completion date of 5/15/2026.
- 3. On 4/15/2026 the Wellness Nurse will conduct weekly cart audits for sample prescription medications, with a completion date of 5/15/2026.

Implementation of preventive actions will be overseen by the Health Services Director, with an overall completion date of 5/15/2026.

Effective 4/15/2026 the Health Services Director will perform weekly audits through 5/15/2026 to maintain ongoing compliance with ensuring no sample prescription medications are in the cart. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes

Licensee's Proposed Overall Completion Date: 05/15/2026

Implemented (█) - 05/11/2026)

185a - Implement Storage Procedures

3. Requirements

2600.

185.a. The home shall develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons.

Description of Violation

On 3/16/2026 at 10:56 am, Resident 1's Glucometer was calibrated to 3/15/2026 at 22:56 pm.

Resident 2 is prescribed Albuterol HFA inhaler 108mcg and Senna 8.6 mg as needed. On 3/16/2026 these medications were not available in the home.

**185a - Implement Storage Procedures (continued)****Plan of Correction****Accept (█ - 04/16/2026)**

*In response to the violation on 03/16/2026 by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 03/16/2026 by the Health Services director to order Albuterol HFA inhaler 108mcg and Senna 8.6mg as needed immediately for resident 2. Resident 1's glucometer was immediately calibrated with the correct date and time.*

*To enhance the currently compliant operations:*

- 1. On 4/13/2026 the Health Services Director will conduct in-service meetings for medication technicians in Wellspring Village and Personal Care neighborhoods on medication storage procedures with a completion date of 4/15/2026.*
- 2. On 4/15/2026 the Medication Technicians will be responsible to audit their medication carts weekly and complete audit documentation to ensure all prescribed medication is available, with a completion date of 5/15/2026.*
- 3. On 4/15/2026 the Wellness Nurse will conduct weekly glucometer audits for four weeks with a completion date of 5/15/2026.*

*Implementation of preventive actions will be overseen by the Health services Director, with overall completion date of 5/15/2026*

*Effective 4/15/2026 the Health Services Director will perform weekly audits, through 5/15/2026 to maintain ongoing compliance with ensuring the home will develop and implement procedures for the safe storage, access, security, distribution and use of medications and medical equipment by trained staff persons. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.*

**Licensee's Proposed Overall Completion Date: 05/15/2026**

**Implemented (█ - 05/11/2026)**