

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

June 22, 2026

[REDACTED]  
BH BRIGHTVIEW DEVON OPCO, LLC  
[REDACTED]  
[REDACTED]

RE: BRIGHTVIEW DEVON  
301 EAST CONESTOGA ROAD  
WAYNE, PA, 19087  
LICENSE/COC#: 15187

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 04/30/2026 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 DEVON* License #: *15187* License Expiration: *03/07/2027*  
 Address: *301 EAST CONESTOGA ROAD, WAYNE, PA 19087*  
 County: *CHESTER* Region: *SOUTHEAST*

**Administrator**

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

**Legal Entity**

Name: *BH BRIGHTVIEW DEVON OPCO, LLC*  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *112* Waking Staff: *84*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Monitoring* Exit Conference Date: *04/30/2026*

**Inspection Dates and Department Representative**

04/30/2026 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: *95* Residents Served: *71*

**Secured Dementia Care Unit**  
 In Home: *Yes* Area: *Well Springs* Capacity: *25* Residents Served: *25*

**Hospice**  
 Current Residents: *7*

**Number of Residents Who:**  
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *71*  
 Diagnosed with Mental Illness: *2* Diagnosed with Intellectual Disability: *1*  
 Have Mobility Need: *41* Have Physical Disability: *0*

**Inspections / Reviews**

04/30/2026 Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *05/21/2026*

05/21/2026 - POC Submission

Submitted By: [REDACTED] Date Submitted: *06/12/2026*  
 Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *06/14/2026*

Inspections / Reviews *(continued)*

06/22/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 06/12/2026

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

91 - Telephone Numbers

1. Requirements

2600.

91. Emergency Telephone Numbers - Telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control, local emergency management and personal care home complaint hotline shall be posted on or by each telephone with an outside line.

Description of Violation

There are no emergency telephone numbers to include the nearest hospital and fire department in resident room [redacted] and [redacted]. The residents in these rooms use their cell phones.

Repeat Violation - [redacted]

Plan of Correction

Accept [redacted] 05/21/2026)

In response to the violation on [redacted] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 04/30/2026 by the Personal Care Director to posted emergency numbers in every apartment in the personal care home.

To enhance the currently compliant operations, on 05/11/2026 the Personal Care Director will inspect apartments monthly to ensure that the emergency number remain posted in apartment, with a completion date of 06/12/2026.

Effective 05/11/2026 the Personal Care Director will perform monthly inspections of posted emergency numbers , through 06/30/2026 to maintain ongoing compliance with posting telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control, local emergency management and personal care home complaint hotline on or by each telephone with an outside line. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 06/12/2026

Implemented [redacted] - 06/22/2026)

101j7 - Lighting/Operable Lamp

2. Requirements

2600.

101.j. Each resident shall have the following in the bedroom:

7. An operable lamp or other source of lighting that can be turned on at bedside.

Description of Violation

The resident in room [redacted] does not have access to a source of light that can be turned on/off at bedside. The bedside lamp in resident room [redacted] is about 3 feet away and is not within reach from bedside. The bedside lamp in resident room [redacted] has no bulb in it and the switch is broken.

Plan of Correction

Accept [redacted] - 05/21/2026)

In response to the violation on [redacted] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 04/30/2026 by the Maintenance Director to added working lamps to the identified apartments and moved a lamp within 3 ft.

101j7 Lighting/Operable Lamp (continued)

To enhance the currently compliant operations, on 04/30/2026 the Maintenance Director will walk all personal care home apartments to ensure that all bedside lamps are operable and within 3 feet of the bed. Maintenance Director will also host an in service to review the requirement of a working lamp within 3 feet of the bed. With a completion date of 05/29/2026.

Effective 05/11/2026 the Maintenance Director will perform monthly inspections of all apartments for working lamps that are within 3 feet of the bed, through 06/30/2026 to maintain ongoing compliance with ensuring each resident has in their bedroom an operable lamp or other source of lighting that can be turned on at bedside. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 05/29/2026

Implemented [redacted] - 06/22/2026)

103f - Refrigerator/Freezer Temps

3. Requirements

2600.

103.f. Food requiring refrigeration shall be stored at or below 40°F. Frozen food shall be kept at or below 0°F. Thermometers are required in refrigerators and freezers.

Description of Violation

On [redacted] around 11:00 AM, the temperature in the refrigerator of the home's Secured Dementia Care Unit (SDCU) was 60 degrees Fahrenheit and the temperature in the freezer section was 16 degrees Fahrenheit.

Plan of Correction

Accept [redacted] - 05/21/2026)

In response to the violation on [redacted] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 04/30/2026 by the Maintenance Director to close the refrigerator and freezer, it had been open for cleaning impacting the recorded temperature.

To enhance the currently compliant operations, on 05/11/2026 the Maintenance Director will will monitor the temperature of the refrigerator and freezer five days a week for four weeks. To ensure that the temperatures are within the standard, with a completion date of 06/05/2026.

Effective 05/11/2026 the Maintenance Director will perform weekly checks of temperature of the refrigerator and freezer , through 06/05/2026 to maintain ongoing compliance with ensuring food requiring refrigeration is stored at or below 40°F, and frozen food is kept at or below 0°F, and thermometers are present in refrigerators and freezers. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 06/05/2026

Implemented [redacted] - 06/22/2026)

103i - Outdated Food

4. Requirements

103i - Outdated Food (continued)

2600.

103.i. Outdated or spoiled food or dented cans may not be used.

**Description of Violation**

*There was an unlabeled, undated package of Garden Burgers in the main kitchen line freezer.*

**Plan of Correction**

*Accepted (██████████ - 05/21/2026)*

*In response to the violation on ██████████ by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 04/30/2026 by the Executive Chef to removed the unlabeled package of garden burgers.*

*To enhance the currently compliant operations, on 05/11/2026 the Dining Service Director will educate the dining staff on Brightview policy for labeling and dating food products in the kitchen. The Dining Service Director will host an in-service to review the policy, with a completion date of 06/01/2026.*

*Effective 05/11/2026 the Dining Service Director will perform weekly audits of inspect the kitchen to ensure all product is labled and dated, through 06/12/2026 to maintain ongoing compliance with ensuring outdated or spoiled food or dented cans are not be used. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.*

**Licensee's Proposed Overall Completion Date: 06/01/2026**

**Implemented (██████████ - 06/22/2026)**