

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

July 17, 2026

[REDACTED]
MILLCREEK MANOR
[REDACTED]
[REDACTED]

RE: REGENCY SUITES/REGENCY AT
SOUTH SHORE
322 WASHINGTON PLACE
ERIE, PA, 16505
LICENSE/COC#: 44657

[REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 05/08/2026 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: REGENCY SUITES/REGENCY AT SOUTH SHORE

License #: 44657

License Expiration: 11/03/2026

Address: 322 WASHINGTON PLACE, ERIE, PA 16505

County: ERIE

Region: WESTERN

Administrator

Name: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Legal Entity

Name: MILLCREEK MANOR

Address: [REDACTED]

Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: C-2 LP

Date: 04/08/1993

Issued By: Dept. of Labor & Industry

Staffing Hours

Resident Support Staff: 0

Total Daily Staff: 86

Waking Staff: 65

Inspection Information

Type: Partial

Notice: Unannounced

BHA Docket #:

Reason: Complaint, Incident

Exit Conference Date: 05/08/2026

Inspection Dates and Department Representative

05/08/2026 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 70

Residents Served: 66

Secured Dementia Care Unit

In Home: No

Area:

Capacity:

Residents Served:

Hospice

Current Residents: 1

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 66

Diagnosed with Mental Illness: 1

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 20

Have Physical Disability: 0

Inspections / Reviews

05/08/2026 Partial

Lead Inspector: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 06/08/2026

06/22/2026 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 07/16/2026

Reviewer: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 06/29/2026

Inspections / Reviews (*continued*)

07/14/2026 POC Submission

Submitted By: [REDACTED]

Date Submitted: 07/16/2026

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 07/17/2026

07/17/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 07/16/2026

Reviewer: [REDACTED]

Follow Up Type: Not Required

42c Treatment of Residents

1. Requirements

2600.

42.c. A resident shall be treated with dignity and respect.

Description of Violation

On [REDACTED] at approximately 9:00p.m., staff person A entered resident [REDACTED] room to provide assistance with evening care. Staff person A sat on the resident's bed while the resident was across the room in [REDACTED] wheelchair. Staff person A pointed [REDACTED] finger at resident [REDACTED] and told [REDACTED] [REDACTED] needed to walk over to [REDACTED] if [REDACTED] wanted help getting ready for bed. Resident [REDACTED] told staff person A that [REDACTED] can't get up without help. Staff person A said to resident [REDACTED] that [REDACTED] is not helping [REDACTED] unless [REDACTED] gets up on [REDACTED] own. Staff person A did not assist the resident in getting ready for bed and left the room. When Staff person B and C came to resident [REDACTED] room shortly after this occurred, the resident was visibly upset and crying and told both staff persons B and C what had happened.

Plan of Correction

Accept ([REDACTED] 07/14/2026)

Staff person A was immediately placed on suspension pending both internal and state investigation. Staff person A was a per diem employee. Staff person A was suspended from all facilities in the continuum. Staff approach and sensitivity training provided on 4/29/2026 for staff existing staff. Provided by DON Erica Drumm LPN and PCHA and DON. Weekly Dignity and Respect Questionnaire will be done with six residents for a 3 month period and then six residents monthly for 2 months. See attached example questionnaire and tracker. To be done by Administrator/DON or designee

Licensee's Proposed Overall Completion Date: 06/23/2026

Implemented ([REDACTED] - 07/17/2026)

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] apply to both knees and back 3 times a day for pain. However, this medication was not administered to resident [REDACTED] for the 8:00am and 2:00pm administration on [REDACTED] and [REDACTED] through [REDACTED]. Additionally, this medication was not administered to resident [REDACTED] for the 8:00pm administration from [REDACTED] through [REDACTED], for a total of 59 missed applications of this medication.

Plan of Correction

Accept ([REDACTED] - 07/14/2026)

Resident [REDACTED] family supplies [REDACTED] Resident [REDACTED] family members supply this over the counter medication. Family was notified that Resident [REDACTED] was out of [REDACTED] medication and did not supply it. We can not order medication through our pharmacy as Resident [REDACTED] has the right to choose where and how this medication is obtained. Family and Resident [REDACTED] have been educated that under the 2600 regulations even otc medications must be supplied to be administered on several occasions and staff educated on 4/29/2026 that any and all medications that are not available must be reported to the DON [REDACTED], PCHA [REDACTED] or a nursing supervisor.

187d Follow Prescriber's Orders (continued)

Resident medication is being monitored with weekly MAR audits and monthly cart audits. Please see attached documentation.

Licensee's Proposed Overall Completion Date: 06/23/2026

Implemented [REDACTED] - 07/17/2026)