

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

August 3, 2026

[REDACTED]
MSA PLYMOUTH MEETING OPERATING, LLC
[REDACTED]
[REDACTED]

RE: THE PINNACLE AT PLYMOUTH
MEETING
215 PLYMOUTH ROAD
PLYMOUTH MEETING, PA, 19462
LICENSE/COC#: 15023

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/09/2026 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 PINNACLE AT PLYMOUTH MEETING **License #:** 15023 **License Expiration:** 03/24/2026
Address: 215 PLYMOUTH ROAD, PLYMOUTH MEETING, PA 19462
County: MONTGOMERY **Region:** SOUTHEAST

Administrator

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

Legal Entity

Name: MSA PLYMOUTH MEETING OPERATING, LLC
Address: [REDACTED]
Phone: [REDACTED] **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: I-1 **Date:** 07/02/2020 **Issued By:** Plymouth Township
Type: I-2 **Date:** 07/02/2020 **Issued By:** Plymouth Township

Staffing Hours

Resident Support Staff: **Total Daily Staff:** 121 **Waking Staff:** 91

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Incident **Exit Conference Date:** 06/09/2026

Inspection Dates and Department Representative

06/09/2026 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 138 **Residents Served:** 80

Secured Dementia Care Unit

In Home: Yes **Area:** First floor **Capacity:** 19 **Residents Served:** 17

Hospice

Current Residents: 12

Number of Residents Who:

Receive Supplemental Security Income: 0 **Are 60 Years of Age or Older:** 80
Diagnosed with Mental Illness: 5 **Diagnosed with Intellectual Disability:** 3
Have Mobility Need: 41 **Have Physical Disability:** 0

Inspections / Reviews

06/09/2026 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 07/11/2026

07/15/2026 - POC Submission

Submitted By: [REDACTED] **Date Submitted:** 07/31/2026
Reviewer: [REDACTED] **Follow-Up Type:** Document Submission **Follow-Up Date:** 08/03/2026

Inspections / Reviews (*continued*)

08/03/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 07/31/2026

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

95 Furniture and Equipment

1. Requirements

2600.

95. Furniture and Equipment Furniture and equipment must be in good repair, clean and free of hazards.

Description of Violation

On [REDACTED] at 9:57 am, the remote control that lifts and lowers resident # [REDACTED] bed was inoperable.

Repeated violation: [REDACTED] et al, [REDACTED] et al.

Plan of Correction

Accept [REDACTED] - 07/15/2026)

The Pinnacle does not supply hospital beds to residents. Hospital beds, Hoyer Lifts, oxygen and other medical support supplies are provided by external DME specialists. Therefore, The Pinnacle does not maintain this equipment and in this instance, Pinnacle Staff were not aware that the resident was experiencing a problem with [REDACTED] bed.

Resident [REDACTED] family was contacted after the survey team made The Pinnacle aware of the issue with the hospital bed remote. The family contacted the supplier, and the issue has been resolved.

The Wellness Director, or Designee, will complete a survey of all rooms for hospital beds by 7/30/26 and will ensure that all beds are in working order. Should issues be discovered, families will be contacted to follow up with the DME supplier for resolution.

The Interim Executive Director, or Designee, will proactively compose a written correspondence for residents and responsible parties by July 31st, 2026, to remind them that DME equipment is not maintained by The Pinnacle to prevent future delays in addressing any faulty equipment.

The Interim Executive Director, or Designee, will inservice Reception Staff by July 31st, 2026, regarding the internal use and external maintenance of DME equipment to avoid creation of work orders that cannot be initiated by The Pinnacle, although this did not occur in this instance, as Pinnacle staff were not aware.

Licensee's Proposed Overall Completion Date: 07/31/2026

Implemented [REDACTED] 08/03/2026)

227d Support Plan Medical/Dental

2. Requirements

2600.

227.d. Each home shall document in the resident's support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident's physician, physician's assistant or certified registered nurse practitioner, determine the necessity of these services. This requirement does not require a home to pay for the cost of these medical and behavioral care services.

Description of Violation

The support plan for resident [REDACTED] dated [REDACTED] indicates the resident has a need for two-person assistance with transferring in and out of bed. Resident [REDACTED] uses a hospital bed with remote control, but this equipment is not addressed in the support plan.

Repeat violation: [REDACTED]

227d - Support Plan Medical/Dental (continued)**Plan of Correction****Accept** [REDACTED] - 07/15/2026)

Resident [REDACTED] use of the hospital bed and remote has been added to [REDACTED] Support Plan.

The Pinnacle has hired two new Wellness Director's to share the clinical responsibilities for the Nursing Department. The new Wellness Director's will be trained by the Interim Executive Director by July 17th, 2026, regarding this regulatory expectation to assure that Support Plans are updated regularly with the initiation of DME support equipment.

The Wellness Director, or Designee, will complete a survey of all rooms for hospital beds by 7/30/26 and will ensure that all beds are in working order. The Support Plans for residents with hospital beds will be reviewed by the Wellness Director, or Designee, to ensure that individual Support Plans list the presence and use of the hospital bed and corresponding remote control by 8/1/26.

Licensee's Proposed Overall Completion Date: 08/01/2026

Implemented [REDACTED] 08/03/2026)