

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

July 14, 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 06/18/2026 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: L&I

Staffing Hours

Resident Support Staff: 0

Total Daily Staff: 75

Waking Staff: 56

Inspection Information

Type: Partial

Notice: Unannounced

BHA Docket #:

Reason: Complaint, Incident

Exit Conference Date: 06/18/2026

Inspection Dates and Department Representative

06/18/2026 - On-Site [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 70

Residents Served: 58

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: 52

Diagnosed with Mental Illness: 1

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 17

Have Physical Disability: 0

Inspections / Reviews

06/18/2026 Partial

Lead Inspector: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 07/03/2026

06/30/2026 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 07/14/2026

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 07/13/2026

Inspections / Reviews (*continued*)

07/14/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 07/14/2026

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

227c - Support Plan Revision**1. Requirements**

2600.

227.c. The support plan shall be revised within 30 days upon completion of the annual assessment or upon changes in the resident's needs as indicated on the current assessment.

Description of Violation

Resident [REDACTED]'s most recent assessment and support plan, completed on [REDACTED], indicates no service care needs regarding paranoid thoughts and/or behaviors indicative of paranoia. However, multiple staff interviews indicate that on multiple dates Resident [REDACTED] demonstrated an increased fear of a man entering [REDACTED] room through [REDACTED] 3rd-story window with intentions to harm [REDACTED]. [REDACTED] has frequently run into the hallway outside of [REDACTED] resident room yelling "Help me! Help me!" The only means of calming [REDACTED] down has been calling the Erie police non-emergency phone number and requesting officers to assess Resident [REDACTED] room to be clear of intruders.

Resident [REDACTED]'s most recent assessment and support plan, completed on [REDACTED] indicates no service need for aggression. However, on [REDACTED] at approximately 10:31 a.m., Resident [REDACTED] became combative and verbally abusive toward staff.

Resident [REDACTED]'s most recent assessment and support plan, completed on [REDACTED], indicates no service need for judgment. However, on [REDACTED], a razor blade was found underneath Resident [REDACTED]'s pillow in [REDACTED] room. This resulted in the home confiscating all sharps in Resident [REDACTED] apartment and the home making a request to crisis to petition for a [REDACTED] of the resident.

Plan of Correction**Accept [REDACTED] - 06/30/2026)****Corrective Action for Resident [REDACTED]**

Resident [REDACTED] assessment and support plan were reviewed and revised to reflect the resident's current needs related to episodes of paranoia, behaviors associated with fear of perceived intruders, aggression, impaired judgment, and interventions necessary to address these identified needs. The resident's physician and behavioral health providers were notified, as appropriate, and the resident's current interventions were reviewed with direct care staff.

The Administrator and designated staff responsible for completing assessments and support plans were re-educated on the requirements of 55 Pa. Code §2600.227(c), including the requirement to revise support plans within 30 days of an annual assessment and whenever there is a significant change in a resident's condition or service needs. The home's assessment and support plan review process has been revised to require review following any documented change in behavior, hospitalization, crisis intervention, or other significant change affecting resident care. A support plan review checklist has been implemented to ensure all identified needs are incorporated into the resident's individualized support plan.

Administrator and DON

The Administrator or designee will audit all resident assessments, incident reports, and support plans monthly for three months to verify that support plans are revised timely following changes in resident needs. Audit findings will be reviewed during the home's Quality Assurance meetings, and additional staff education will be provided if deficiencies are identified.

Licensee's Proposed Overall Completion Date: 06/29/2026**Implemented [REDACTED] - 07/14/2026)**