

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

September 8, 2026

[REDACTED]
WATERMARK OPERATOR LLC
[REDACTED]

RE: BLUE BELL PLACE
777 DEKALB PIKE
BLUE BELL, PA, 19422
LICENSE/COC#: 13280

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 07/16/2026 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: BLUE BELL PLACE

License #: 13280

License Expiration: 09/11/2026

Address: 777 DEKALB PIKE, BLUE BELL, PA 19422

County: MONTGOMERY

Region: SOUTHEAST

Administrator

Name: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Legal Entity

Name: WATERMARK OPERATOR LLC

Address: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Certificate(s) of Occupancy

Type: C-2 LP

Date: 10/16/2000

Issued By: L&I

Staffing Hours

Resident Support Staff: 0

Total Daily Staff: 111

Waking Staff: 83

Inspection Information

Type: Partial

Notice: Unannounced

BHA Docket #:

Reason: Complaint, Incident

Exit Conference Date: 07/16/2026

Inspection Dates and Department Representative

07/16/2026 - On-Site [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 99

Residents Served: 74

Secured Dementia Care Unit

In Home: Yes

Area: 1st floor Memory Care

Capacity: 30

Residents Served: 24

Hospice

Current Residents: 10

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 72

Diagnosed with Mental Illness: 4

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 37

Have Physical Disability: 2

Inspections / Reviews

07/16/2026 Partial

Lead Inspector: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 08/13/2026

08/14/2026 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 09/03/2026

Reviewer: [REDACTED]

Follow-Up Type: Document Submission

Follow-Up Date: 09/03/2026

Inspections / Reviews *(continued)*

09/08/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/03/2026

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

24 - Personal Hygiene

1. Requirements

2600.

24. Personal Hygiene - A home shall provide the resident with assistance with personal hygiene as indicated in the resident's assessment and support plan. Personal hygiene includes one or more of the following:

1. Bathing.
2. Oral hygiene.
3. Hair grooming and shampooing.
4. Dressing, undressing and care of clothes.
5. Shaving.
6. Nail care.
7. Foot care.
8. Skin care.

Description of Violation

The assessment and support plan, dated [REDACTED], for resident [REDACTED] indicates the resident requires assistance with nail care. On [REDACTED], the resident did not receive assistance as required.

Plan of Correction

Accepted [REDACTED] 08/14/2026)

In response to the violation on [REDACTED] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 07/18/2026 by the program director or designee to trim resident #1's nails.

To enhance the currently compliant operations, on 07/20/2026 the program director or designee provided a training to all caregivers regarding regulation 2600.24 and assisting residents with personal hygiene as indicated on the resident's support plan, with a completion date of 07/21/2026.

Effective 07/26/2026 the program director or designee will perform weekly checks of personal hygiene tasks are being completed per the support plan, through 09/30/2026 to maintain ongoing compliance with providing each resident with assistance with personal hygiene as indicated in resident's assessment and support plan. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 09/30/2026

Implemented [REDACTED] - 09/08/2026)

85a - Sanitary Conditions

2. Requirements

2600.

85.a. Sanitary conditions shall be maintained.

Description of Violation

On [REDACTED], at 10:10 AM, during the inspection of room [REDACTED], feces was observed on the floor and on the toilet seat. Additionally, soiled toilet paper was observed discarded next to the toilet.

Plan of Correction

Accepted [REDACTED] - 08/14/2026)

In response to the violation on [REDACTED] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 07/16/2026 by the housekeeping director or designee to clean the bathroom and raised toilet seat of apartment #138.

85a - Sanitary Conditions (continued)

To enhance the currently compliant operations, on 07/20/2026 the housekeeping director or designee will train all memory care staff including housekeeping and dining, in regulation 2600.85a sanitary conditions shall be maintained. Training included having staff notify the housekeeping staff onsite regarding any special cleaning tasks for bathroom accidents that may occur, with a completion date of 07/22/2026.

Effective 07/19/2026 the maintenance/housekeeping director or designee will perform weekly checks of all resident rooms including bathroom checks to ensure sanitary conditions are met, through 09/30/2026 to maintain ongoing compliance with maintaining sanitary conditions. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 09/30/2026

Implemented [REDACTED] - 09/08/2026)

85d - Trash Receptacles**3. Requirements**

2600.

85.d. Trash in kitchens and bathrooms shall be kept in covered trash receptacles that prevent the penetration of insects and rodents.

Description of Violation

On [REDACTED], at 10:30 AM, there was an full, uncovered, and unattended trash can in each of the memory care common area bathrooms.

Repeated Violation - [REDACTED]

Plan of Correction

Accept [REDACTED] 08/14/2026)

In response to the violation on [REDACTED] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 07/16/2026 by the maintenance/housekeeping director or designee to to replace the trash can lids to the trash cans in the common area bathrooms.

To enhance the currently compliant operations, on 07/20/2026 the maintenance/housekeeping director or designee will train the memory care staff including housekeeping and dining in regulation 2600.85.d regarding making sure all kitchen and bathroom trash receptacles need to have lids. If a missing lid is identified notify the program director, housekeeping or maintenance staff for a replacement lid, with a completion date of 07/21/2026.

Effective 07/20/2026 the maintenance/housekeeping director or designee will perform weekly checks to ensure trash can lids are present in all resident bathrooms, common area bathrooms, and kitchen server area through 09/30/2026 to maintain ongoing compliance with to maintain ongoing compliance with keeping trash in kitchens and bathrooms in covered trash receptacles that prevent the penetration of insects and rodents. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 09/30/2026

Implemented [REDACTED] - 09/08/2026)

95 - Furniture and Equipment**4. 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 10:20 AM, the door of the wardrobe chest in room [REDACTED] was broken and placed in the bathroom next to the toilet.

Plan of Correction

Accept [REDACTED] 08/14/2026)

In response to the violation on [REDACTED] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 07/16/2026 by the maintenance/housekeeping director to to remove the broken closet door from the bathroom.

To enhance the currently compliant operations, on 07/21/2026 the maintenance director removed the closet with only one door and installed a new wardrobe chest in apartment [REDACTED], with a completion date of 07/21/2026.

Effective 07/20/2026 the maintenance director or designee will perform weekly safety survey audits on furniture and equipment in memory care, through 09/30/2026 to maintain ongoing compliance with ensuring furniture and equipment is in good repair, clean and free of hazards. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 09/30/2026

Implemented [REDACTED] - 09/08/2026)

162c - Menus Posted**5. Requirements**

2600.

162.c. Menus, stating the specific food being served at each meal, shall be prepared for 1 week in advance and shall be followed. Weekly menus shall be posted 1 week in advance in a conspicuous and public place in the home.

Description of Violation

The home's menu for the week of [REDACTED] and the week of [REDACTED] was not posted in a conspicuous and public place in the home.

Plan of Correction

Accept [REDACTED] - 08/14/2026)

In response to the violation on [REDACTED] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 07/22/2026 by the maintenance director to to install a bulletin board in the memory care dining room.

To enhance the currently compliant operations, on 07/22/2026 the dining director posted the 4 week cycle menu in the memory care dining room, with a completion date of 07/22/2026.

162c - Menus Posted (continued)

Effective 07/22/2026 the dining director or designee will perform weekly audits of make sure menus are posted, and have not been removed through 09/30/2026 to maintain ongoing compliance with preparing menus, stating the specific food being served at each meal for 1 week in advance and to follow the menu, and to post weekly menus 1 week in advance in a conspicuous and public place in the home. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 09/30/2026

Implemented [REDACTED] - 09/08/2026)

227g -Support Plan Signatures**6. Requirements**

2600.

227.g. Individuals who participate in the development of the support plan shall sign and date the support plan.

Description of Violation

Resident [REDACTED] participated in the development of [REDACTED] support plan on [REDACTED]. However, the resident did not sign the support plan.

Plan of Correction

Accept [REDACTED] - 08/14/2026)

In response to the violation on [REDACTED] by the Pennsylvania Bureau of Human Service Licensing, immediate action was unable to be taken to have the resident sign the support plan, due to the resident being deceased.

To enhance the currently compliant operations, on 07/20/2026 the administrator trained the program director in regulation 2600. 227.g in ensuring that all support plans were signed by the resident or documented if they refused to sign. The program director or designee performed an audit of all memory care support plans to ensure all plans had a resident signature, with a completion date of 07/21/2026.

Effective 07/20/2026 the program director or designee will perform monthly audits of audit all support plans for resident signatures, through 09/30/2026 to maintain ongoing compliance with ensuring individuals, who participate in the development of the support plan, sign and date the support plan. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 09/30/2026

Implemented [REDACTED] - 09/08/2026)

231c - Preadmission Screening**7. Requirements**

2600.

231.c. A written cognitive preadmission screening completed in collaboration with a physician or a geriatric assessment team and documented on the Department's preadmission screening form shall be completed for each resident within 72 hours prior to admission to a secured dementia care unit.

Description of Violation

Resident [REDACTED] was admitted to the Secure Dementia Care Unit (SDCU) on [REDACTED]. However, resident [REDACTED] written cognitive preadmission screening was completed on [REDACTED].

231c - Preadmission Screening (*continued*)**Plan of Correction****Accepted** [REDACTED] - 08/14/2026)

In response to the violation on [REDACTED] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 07/17/2026 by the program director or designee to audit all other memory care preadmission screening forms for compliance with the 72 hour time frame.

To enhance the currently compliant operations, on 07/20/2026 the administrator will retrain the resident care director and program director in regulation 2600.231.c regarding completing the prescreen form within 72 hours prior to admission, with a completion date of 07/20/2026.

Effective 07/20/2026 the program director or designee will perform monthly audits of all memory care new admission pre screen forms, through 09/30/2026 to maintain ongoing compliance with ensuring a written cognitive preadmission screening completed in collaboration with a physician or a geriatric assessment team and documented on the Department's preadmission screening form is completed for each resident within 72 hours prior to admission to a secured dementia care unit. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 09/30/2026

Implemented [REDACTED] - 09/08/2026)