

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

September 10, 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 07/21/2026 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:** 03/24/2027
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:** 119 **Waking Staff:** 89

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Incident **Exit Conference Date:** 07/21/2026

Inspection Dates and Department Representative

07/21/2026 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 138 **Residents Served:** 77

Secured Dementia Care Unit

In Home: Yes **Area:** 1st floor **Capacity:** 19 **Residents Served:** 16

Hospice

Current Residents: 10

Number of Residents Who:

Receive Supplemental Security Income: 0 **Are 60 Years of Age or Older:** 77
Diagnosed with Mental Illness: 5 **Diagnosed with Intellectual Disability:** 1
Have Mobility Need: 42 **Have Physical Disability:** 0

Inspections / Reviews

07/21/2026 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 08/17/2026

08/14/2026 - POC Submission

Submitted By: [REDACTED] **Date Submitted:** 08/31/2026
Reviewer: [REDACTED] **Follow-Up Type:** Document Submission **Follow-Up Date:** 09/04/2026

Inspections / Reviews (*continued*)

09/10/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 08/31/2026

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

42b - Abuse

1. Requirements

2600.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

Description of Violation

At around midnight on the night of [REDACTED], resident [REDACTED] was sleeping in bed when staff member A entered and shined a flashlight around the bedroom. Resident [REDACTED] asked who was there. Staff member A replied by saying [REDACTED] was there to check on the residents on the floor.

Staff member A then prompted resident [REDACTED] to use the bathroom. Resident [REDACTED] said they didn't need the bathroom and would let the staff member know if they needed assistance, but staff member A insisted. Resident [REDACTED] entered the bathroom and staff member A followed the resident in, even though resident [REDACTED] is independent with toileting.

Several hours later, at around 3:00 am, staff member A reentered resident [REDACTED] bedroom with a flashlight and again told the resident to use the bathroom. The resident was alarmed and afraid to refuse. Staff member A stayed in the bedroom and waited while the resident was in the bathroom. When the resident exited the bathroom, Staff member A was still in the room but left when the resident exited the bathroom. Staff member A then informed a supervisor in the home that they needed to leave early. The staff person left the home around 3:45-4:00am when their shift was to end at 7am.

While resident [REDACTED] was in the bathroom, staff member A stole two rings which the resident had left on their nightstand between napkins. This was the residents common practice every night. One ring, a gift from the resident's [REDACTED] cost approximately [REDACTED]. Resident [REDACTED] received the other ring from their late spouse and did not know the monetary value.

The home contacted the agency that sent Staff member A and informed them of the theft and staff person A was placed on the "Do not return" list with the agency. The police were notified by the home. The home has been unable to reach Staff member A since they left the home early.

Plan of Correction

Accept [REDACTED] 08/14/2026)

Staff Member A will not be allowed to return to The Pinnacle.

Resident [REDACTED] was encouraged by the Executive Director, the Police Officer and the State Surveyor to use [REDACTED] locked/secured box to store items of value for greater security. The Maintenance Department, Executive Director and State Surveyor all verified that [REDACTED] had a working locked box, and key and is aware of how to use this security feature.

Immediately following Resident [REDACTED] reporting the missing rings, the Executive Director interviewed all residents under the care of Staff Member A during the brief time [REDACTED] was present in the building on 7/5/26 to ensure that no other residents experienced any loss or missing items. No other residents reported any other resident rights violations or concerns.

Also following this incident, the Facilities Management Team audited all Personal Care rooms to assure that all residents have a working lock box and key that are in repair and accessible.

42b Abuse (continued)

In acknowledging the importance of preventing abuse, neglect and all potential resident rights violations The Executive Director will host an all staff inservice by August 31st, 2026, to review the topic "What Does a Resident Rights Violation Look Like and What Must Be Done If a Violation Occurs."

On June 26th, 2025, the Interim Executive Director and Regional Director of Operations met with Plymouth Township Detectives to implement proactive safety and security strategies for The Pinnacle. These programs included activities like Coffee with a Cop, Trivia with a Cop and Bingo with a Cop. These programs continue be offered as a means of enriching the presence of the police department and creating a feeling of safety and security for residents at The Pinnacle. In addition to these programs, the township will also sponsor a program on Scam Prevention on September 17th, 2026, for residents and our families.

The local state senator visits The Pinnacle on the 3rd Thursday of every month and hosts a collateral table to support issues that impact elders this includes Scam Prevention and Identification.

During the regular monthly Resident Council Meeting scheduled to occur on August 19th, 2026, the Executive Director will remind all Personal Care residents to secure items in the locking receptacle provided by The Pinnacle.

The Executive Director, or Designee, shall interview a random sample of one resident per week for two months to uncover any potential resident rights violations which include being free from abuse and theft of property. Should instances of violation be found, The Department will be notified as required per the regulations.

Findings and trends from all audits and related Plans of Correction will be presented by The Executive Director as part of the review of Plans of Correction at the Quality Assurance Meetings, held by the last Friday of each month.

Licensee's Proposed Overall Completion Date: 09/04/2026

Implemented (09/10/2026)