

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

September 1, 2026

[REDACTED]
REMED RECOVERY CARE CENTERS LLC
[REDACTED]
[REDACTED]

RE: REMED RECOVERY CARE CENTERS
1152 NORTH NEW STREET
WEST CHESTER, PA, 19380
LICENSE/COC#: 10623

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 07/30/2026 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: REMED RECOVERY CARE CENTERS **License #:** 10623 **License Expiration:** 05/26/2027
Address: 1152 NORTH NEW STREET, WEST CHESTER, PA 19380
County: CHESTER **Region:** SOUTHEAST

Administrator

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

Legal Entity

Name: REMED RECOVERY CARE CENTERS LLC
Address: [REDACTED]
Phone: [REDACTED] **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: Other **Date:** 08/22/1999 **Issued By:** L&I

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 11 **Waking Staff:** 8

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Monitoring **Exit Conference Date:** 07/30/2026

Inspection Dates and Department Representative

07/30/2026 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 8 **Residents Served:** 7

Secured Dementia Care Unit

In Home: No **Area:** **Capacity:** **Residents Served:**

Hospice

Current Residents: 1

Number of Residents Who:

Receive Supplemental Security Income: 3 **Are 60 Years of Age or Older:** 3
Diagnosed with Mental Illness: 0 **Diagnosed with Intellectual Disability:** 0
Have Mobility Need: 4 **Have Physical Disability:** 6

Inspections / Reviews

07/30/2026 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 08/23/2026

08/25/2026 - POC Submission

Submitted By: [REDACTED] **Date Submitted:** 09/01/2026
Reviewer: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 08/30/2026

Inspections / Reviews *(continued)*

09/01/2026 POC Submission

Submitted By: [REDACTED]

Date Submitted: 09/01/2026

Reviewer: [REDACTED]

Follow Up Type: *Bypass Document Submission*

09/01/2026 Bypass Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/01/2026

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

65f - Training Topics

1. Requirements

2600.

65.f. Training topics for the annual training for direct care staff persons shall include the following:

4. Infection control and general principles of cleanliness and hygiene and areas associated with immobility, such as prevention of decubitus ulcers, incontinence, malnutrition and dehydration.

Description of Violation

Direct care staff person A did not receive training in infection control and general principles of cleanliness and hygiene and areas associated with immobility, such as prevention of decubitus ulcers, incontinence, malnutrition and dehydration during training year January- December 2025.

Plan of Correction

Accept [REDACTED] - 09/01/2026)

The home has an annual training curriculum and procedures in place so that staff complete the required annual training topics. Attached is the PA DHS Annual Trng Outline 2025 which lists the required trainings and modules for each staff to complete annually. This additionally highlights which required training topics are covered in each of the training or module. Also attached is the 2026 version.

Procedure wise, the company's Training Coordinator registers all staff into all of the required trainings/modules when they are made available in the Relias LMS. They also email everyone at that time informing them that they are enrolled, the due date, and how to check their completion status in Relias. Staff also get emails 90 days, 60 days, 30 days, 1 week and then daily prior to a training's due date reminding them. Managers get a monthly report telling them which of their staff have both upcoming trainings due and overdue trainings. This report can also be manually checked with the current status at any time. The Training Coordinator also emails managers 2 weeks and 1 week prior to trainings with which of their staff are assigned to attend upcoming trainings.

Per the 2025 annual training curriculum, the training topics of infection control and general principles of cleanliness and hygiene and areas associated with immobility, such as prevention of decubitus ulcers, incontinence, malnutrition and dehydration would have been covered in the following modules: 3- Collage Health & Safety and Assisting with Personal Care.

Staff A completed Assisting with Personal Care in 2025, on 3/29/2025. This training covers the topics of areas associated with immobility, such as prevention of decubitus ulcers, incontinence, malnutrition and dehydration. They did not complete 3- Collage Health & Safety by the 12/31/2025 due date. This training has since been completed on 6/24/2026. This training covers the training topic of infection control and general principles of cleanliness and hygiene. See attached screenshots of Relias transcripts.

Beginning in September 2026, the Administrator will cross-reference their master staff training tracker with the Relias compliance dashboard during the first week of each month, to track upcoming trainings and to ensure they area completed by the assigned due date.

On 7/30/2026, the Administrator met with Staff A to review expectations surrounding required annual trainings. See attached.

Updated:

Yes, the Administrator has run an audit through Relias. Outstanding required trainings for 2026 have been added to the Administrator's master staff training tracker, which will be cross-referenced with Relias at least monthly, as noted above. The Administrator has also reached out to staff directly who have outstanding trainings for 2026, reviewing the due date and need for completion.

65f Training Topics (continued)

Licensee's Proposed Overall Completion Date: 08/26/2026

Implemented [REDACTED] 09/01/2026)

65g - Annual Training Content

2. Requirements

2600.

65.g. Direct care staff persons, ancillary staff persons, substitute personnel and regularly scheduled volunteers shall be trained annually in the following areas:

3. Resident rights.

4. The Older Adult Protective Services Act (35 P.S. § § 10225.101—10225.5102).

Description of Violation

Staff person A did not receive training in resident rights, the Older Adult Protective Services Act (35 P.S. § § 10225.101 10225.5102) during training year January 2025 to December 2025.

Plan of Correction

Accept [REDACTED] - 09/01/2026)

The home has an annual training curriculum and procedures in place so that staff complete the required annual training content. Attached is the PA DHS Annual Trng Outline 2025 which lists the required trainings and modules for each staff to complete annually. This additionally highlights which required training content are covered in each of the training or module. Please see the previously attached PA DHS Annual Trng Outline 2025 and the previously attached 2026 version.

Procedure wise, the company's Training Coordinator registers all staff into all of the required trainings/modules when they are made available in the Relias LMS. They also email everyone at that time informing them that they are enrolled, the due date, and how to check their completion status in Relias. Staff also get emails 90 days, 60 days, 30 days, 1 week and then daily prior to a training's due date reminding them. Managers get a monthly report telling them which of their staff have both upcoming trainings due and overdue trainings. This report can also be manually checked with the current status at any time. The Training Coordinator also emails managers 2 weeks and 1 week prior to trainings with which of their staff are assigned to attend upcoming trainings.

Per the 2025 annual training curriculum, the training content of resident rights, the Older Adult Protective Services Act would have been covered in the following module: Collage Confidentially & Compliance Overview.

Staff A did not complete Collage Confidentially & Compliance Overview by the 12/31/2025 due date. This training has since been completed on 6/24/2026. This training covers the training content of resident rights, the Older Adult Protective Services Act. See previously attached Relias transcript.

Beginning in September 2026, the Administrator will cross reference their master staff training tracker with the Relias compliance dashboard during the first week of each month, to track upcoming trainings and to ensure they area completed by the assigned due date.

On 7/30/2026, the Administrator met with Staff A to review expectations surrounding required annual trainings. See previously attached.

Updated:

Yes, the Administrator has run an audit through Relias. Outstanding required trainings for 2026 have been added to the Administrator's master staff training tracker, which will be cross referenced with Relias at least monthly, as noted above. The Administrator has also reached out to staff directly who have outstanding trainings for 2026, reviewing

65g Annual Training Content (continued)

the due date and need for completion.

Licensee's Proposed Overall Completion Date: 08/26/2026

Implemented ([REDACTED] - 09/01/2026)