

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

September 16, 2026

[REDACTED]
THREE READING LP
[REDACTED]
C/O HERITAGE SENIOR LIVING
[REDACTED]

RE: THE MANOR AT MARKET SQUARE
803 PENN STREET
READING, PA, 19601
LICENSE/COC#: 20589

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 08/18/2026 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]
Human Services Licensing Supervisor

cc: Pennsylvania Bureau of Human Service Licensing

Facility Information

Name: THE MANOR AT MARKET SQUARE

License #: 20589

License Expiration: 10/20/2026

Address: 803 PENN STREET, READING, PA 19601

County: BERKS

Region: NORTHEAST

Administrator

Name:

Phone:

Email:

Legal Entity

Name: THREE READING LP

Address:

Phone:

Email:

Certificate(s) of Occupancy

Type: I-2

Date: 05/31/2019

Issued By: City of Reading

Staffing Hours

Resident Support Staff: 0

Total Daily Staff: 91

Waking Staff: 68

Inspection Information

Type: Partial

Notice: Unannounced

BHA Docket #:

Reason: Complaint, Incident

Exit Conference Date: 08/18/2026

Inspection Dates and Department Representative

08/18/2026 - On-Site

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 80

Residents Served: 60

Secured Dementia Care Unit

In Home: Yes

Area: n/a

Capacity: 18

Residents Served: 16

Hospice

Current Residents: 16

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 59

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 31

Have Physical Disability: 0

Inspections / Reviews

08/18/2026 Partial

Lead Inspector:

Follow-Up Type: POC Submission

Follow-Up Date: 09/11/2026

09/10/2026 - POC Submission

Submitted By:

Date Submitted: 09/15/2026

Reviewer:

Follow-Up Type: Document Submission Follow-Up Date: 09/15/2026

Inspections / Reviews *(continued)*

09/16/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/15/2026

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

187c - Refusal of Medication

1. Requirements

2600.

187.c. If a resident refuses to take a prescribed medication, the refusal shall be documented in the resident's record and on the medication record. The refusal shall be reported to the prescriber within 24 hours, unless otherwise instructed by the prescriber. Subsequent refusals to take a prescribed medication shall be reported as required by the prescriber.

Description of Violation

On [REDACTED], and [REDACTED] resident [REDACTED] refused the following scheduled medications: [REDACTED] - [REDACTED], and [REDACTED]. The home did not have documentation that the prescriber was notified of the refusals.

Plan of Correction

Accepted [REDACTED] 09/10/2026)

Immediate Corrective Action:

On August 18, 2026, the Executive Director educated the med tech on the correct procedure on how to report a med refusal to the resident's prescriber within 24 hrs. By 8/19/26 resident record was updated by the Resident Care Director to reflect the communication with the physician that took place on 8/4/26, 8/5/26, 8/6/26.

Additional Corrective Action:

By August 28, 2026, the Executive Director educated all Med Techs on the correct procedure to report a med refusal to the resident's prescriber within 24 hours and enter into the resident record documentation of the communication and any instructions received from the physician.

Ongoing Quality Assurance Action:

Beginning 9/3/26, the Executive Director and Resident Care Director will review the Missed Medications Report every morning during Daily Huddle, to ensure all missed medications have been properly reported and documented. Ongoing compliance will be reviewed at Quarterly QA Meetings, beginning with a review of Q3 (July, August, September 2026) to be held on (date in October 2026).

Licensee's Proposed Overall Completion Date: 09/07/2026

Implemented [REDACTED] - 09/16/2026)