

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

September 28, 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 09/02/2026 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: The City of Reading

Staffing Hours

Resident Support Staff: 0

Total Daily Staff: 101

Waking Staff: 76

Inspection Information

Type: Partial

Notice: Unannounced

BHA Docket #:

Reason: Complaint, Incident

Exit Conference Date: 09/02/2026

Inspection Dates and Department Representative

09/02/2026 - On-Site:

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 80

Residents Served: 68

Secured Dementia Care Unit

In Home: Yes

Area: unit

Capacity: 18

Residents Served: 16

Hospice

Current Residents: 14

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 68

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 33

Have Physical Disability: 0

Inspections / Reviews

09/02/2026 Partial

Lead Inspector:

Follow-Up Type: POC Submission

Follow-Up Date: 09/25/2026

09/22/2026 - POC Submission

Submitted By:

Date Submitted: 09/24/2026

Reviewer:

Follow-Up Type: Document Submission Follow-Up Date: 09/29/2026

Inspections / Reviews (*continued*)

09/28/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/24/2026

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

182c - Medication Administration**1. Requirements**

2600.

182.c. Medication administration includes the following activities, based on the needs of the resident:

6. Place the medication in the resident's hand, mouth or other route as ordered by the prescriber, in accordance with the limitations specified in subsection (b)(4).

Description of Violation

On [REDACTED] at 9:35 a.m., the home did not place Resident [REDACTED] medication in the resident's hand, mouth or other route as ordered by the prescriber. Resident [REDACTED] medical evaluation completed [REDACTED] indicates that the resident cannot self-administer medications.

Plan of Correction**Accept [REDACTED] - 09/22/2026)**

Immediate Corrective Action: On 9/2/26 the Executive Director conducted education with the identified Med Tech on the proper procedure on administering medication to a resident, including placing the medications in an appropriate cup, container or the resident's hand and observing them swallowing the medications, as well ensuring all medications are locked appropriately when not actively being administered by staff, and documenting the administration of the medication after completed.

Additional Corrective Action: On 9/7/26 the Executive Director conducted education with all Med Techs on the proper procedure on administering medication to a resident, including placing the medications in an appropriate cup, container or the resident's hand and observing them swallowing the medications, as well ensuring all medications are locked appropriately when not actively being administered by staff, and documenting the administration of the medication after completed.

Ongoing Quality Assurance Action: To ensure ongoing compliance, Medication Practicum Observations will continue at least every six months, conducted by the Train the Trainer, to ensure all Med Techs are following appropriate procedures. 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: 09/22/2026**Implemented [REDACTED] - 09/28/2026)****183b - Meds and Syringes Locked****2. Requirements**

2600.

183.b. Prescription medications, OTC medications, CAM and syringes shall be kept in an area or container that is locked. This includes medications and syringes kept in the resident's room.

Description of Violation

On [REDACTED] at 9:35 a.m., all of Resident [REDACTED]'s morning medications were unlocked, unattended, and accessible located in a paper medication cup on the bedside nightstand.

Repeated Violation: [REDACTED]

183b - Meds and Syringes Locked (*continued*)**Plan of Correction**

Accept [REDACTED] 09/22/2026)

Immediate Corrective Action: On 9/2/26 the Executive Director conducted education with the identified Med Tech on the proper procedure on administering medication to a resident, including placing the medications in an appropriate cup, container or the resident's hand and observing them swallowing the medications, as well ensuring all medications are locked appropriately when not actively being administered by staff, and documenting the administration of the medication after completed.

Additional Corrective Action: On 9/7/26 the Executive Director conducted education with all Med Techs on the proper procedure on administering medication to a resident, including placing the medications in an appropriate cup, container or the resident's hand and observing them swallowing the medications, as well ensuring all medications are locked appropriately when not actively being administered by staff, and documenting the administration of the medication after completed.

Ongoing Quality Assurance Action: To ensure ongoing compliance, Medication Practicum Observations will continue at least every six months, conducted by the Train the Trainer, to ensure all Med Techs are following appropriate procedures. 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: 09/22/2026

Implemented [REDACTED] - 09/28/2026)

187b - Date/Time of Medication Admin.

3. Requirements

2600.

187.b. The information in subsection (a)(13) and (14) shall be recorded at the time the medication is administered.

Description of Violation

On [REDACTED] at 9:35 a.m., Resident [REDACTED] was not administered their morning medications. Staff person A recorded and initialed that the medication was administered on the Medication Administration Record but the medications were found in the resident's room in a paper cup.

Repeated violation: [REDACTED]

Plan of Correction

Accept [REDACTED] - 09/22/2026)

Immediate Corrective Action: On 9/2/26 the Executive Director conducted education with the identified Med Tech on the proper procedure on administering medication to a resident, including placing the medications in an appropriate cup, container or the resident's hand and observing them swallowing the medications, as well ensuring all medications are locked appropriately when not actively being administered by staff, and documenting the

187b Date/Time of Medication Admin. (continued)

administration of the medication after completed.

Additional Corrective Action: On 9/7/26 the Executive Director conducted education with all Med Techs on the proper procedure on administering medication to a resident, including placing the medications in an appropriate cup, container or the resident's hand and observing them swallowing the medications, as well ensuring all medications are locked appropriately when not actively being administered by staff, and documenting the administration of the medication after completed.

Ongoing Quality Assurance Action: To ensure ongoing compliance, Medication Practicum Observations will continue at least every six months, conducted by the Train the Trainer, to ensure all Med Techs are following appropriate procedures. 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: 09/22/2026

Implemented  - 09/28/2026)