

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

February 20, 2025

[REDACTED]
WELLTOWER OPCO GROUP LLC

[REDACTED]
ATTN LICENSING
[REDACTED]

RE: SUNRISE OF PAOLI
324 LANCASTER AVENUE
MALVERN, PA, 19355
LICENSE/COC#: 14325

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 02/04/2025 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: SUNRISE OF PAOLI **License #:** 14325 **License Expiration:** 03/09/2025
Address: 324 LANCASTER AVENUE, MALVERN, PA 19355
County: CHESTER **Region:** SOUTHEAST

Administrator

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

Legal Entity

Name: WELLTOWER OPCO GROUP LLC
Address: [REDACTED]
Phone: [REDACTED] **Email:** [REDACTED]

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: **Total Daily Staff:** 96 **Waking Staff:** 72

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Complaint **Exit Conference Date:** 02/04/2025

Inspection Dates and Department Representative

02/04/2025 On Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 110 **Residents Served:** 60

Secured Dementia Care Unit

In Home: Yes **Area:** 1st **Capacity:** 25 **Residents Served:** 17

Hospice

Current Residents: 4

Number of Residents Who:

Receive Supplemental Security Income: 0 **Are 60 Years of Age or Older:** 60
Diagnosed with Mental Illness: 1 **Diagnosed with Intellectual Disability:** 0
Have Mobility Need: 36 **Have Physical Disability:** 2

Inspections / Reviews

02/04/2025 - Partial

Lead Inspector: [REDACTED] **Follow Up Type:** POC Submission **Follow Up Date:** 02/17/2025

Inspections / Reviews *(continued)*

02/14/2025 POC Submission

Submitted By: [REDACTED]

Date Submitted: 02/18/2025

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 02/24/2025

02/20/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 02/18/2025

Reviewer: [REDACTED]

Follow Up Type: Not Required

25b - Contract Signatures

1. Requirements

2600.

25.b. The contract shall be signed by the administrator or a designee, the resident and the payer, if different from the resident, and cosigned by the resident's designated person if any, if the resident agrees.

Description of Violation

The resident-home contract, dated [redacted] for resident [redacted] was not signed by the resident.

Plan of Correction

Accept [redacted] 02/14/2025)

On [redacted], Executive Director attempted to get resident [redacted] to sign the residency agreement which the resident refused to sign two times. This refusal was properly documented on the residency agreement.

On 2/5/2025, Executive Director re-trained all department coordinators & sales team members on regulation 25.B, where the resident must sign the residency agreement or have a documented reason for inability or refusal to sign.

On 2/6/2025, Executive Director & Business Office Coordinator completed an audit of all resident contracts to ensure resident signature was present on the residency agreement and corrected any deficiencies pursuant to regulation 25.B.

Beginning 2/2025 & continuing for three months, Director of Sales, Business Office Coordinator, & Executive Director will conduct monthly review of all new resident contracts to ensure compliance with regulation 25.B.

Beginning 3/2025, for two quarters the POC and monitoring results will be discussed & evaluated by Executive Director & coordinators at quarterly quality management "QAPI" meeting to verify effectiveness.

Licensee's Proposed Overall Completion Date: 04/30/2025

Implemented [redacted] 02/20/2025)

225a - Assessment 15 Days

2. Requirements

2600.

225.a. A resident shall have a written initial assessment that is documented on the Department's assessment form within 15 days of admission. The administrator or designee, or a human service agency may complete the initial assessment.

Description of Violation

Resident [redacted] assessment, dated [redacted] and [redacted], does not include the resident's history of a suicide attempt. The preadmission screen dated [redacted] indicated the need.

Plan of Correction

Accept [redacted] - 02/14/2025)

On [redacted] Resident Care Director corrected resident [redacted] service plan to reflect residents' history of a suicide attempt.

On 2/4/2025, Resident Care Director, Personal Care Coordinator, Reminiscence Coordinator, and wellness nurses were re-trained on regulation 225.A to ensure compliance with resident service plans.

On 2/4/2025 & 2/5/2025, Resident Care Director, Personal Care Coordinator, and Reminiscence Coordinator conducted audit of all resident service plans to ensure accuracy and compliance with regulation 225 A.

Beginning 2/2025 and continuing for three months, Resident Care Director, Personal Care Coordinator, and

225a Assessment 15 Days (continued)

Reminiscence Coordinator will conduct a monthly review of all resident service plans to ensure accuracy matching the resident assessment & and compliance with regulation 225.A.

Beginning 3/2025, for two quarters the POC and monitoring results will be discussed & evaluated by ED & coordinators at quarterly quality management "QAPI" meeting to verify effectiveness.

Licensee's Proposed Overall Completion Date: 04/30/2025

Implemented (█ - 02/20/2025)