

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

November 6, 2025

[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 10/02/2025 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: THE PINNACLE AT PLYMOUTH MEETING License #: 15023 License Expiration: 03/24/2026
 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: 0 Total Daily Staff: 149 Waking Staff: 112

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
 Reason: Fine Exit Conference Date: 10/02/2025

Inspection Dates and Department Representative

10/02/2025 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: 138 Residents Served: 104
 Secured Dementia Care Unit
 In Home: Yes Area: 1st floor Capacity: 19 Residents Served: 19
 Hospice
 Current Residents: 8
 Number of Residents Who:
 Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 104
 Diagnosed with Mental Illness: 5 Diagnosed with Intellectual Disability: 1
 Have Mobility Need: 45 Have Physical Disability: 0

Inspections / Reviews

10/02/2025 Partial
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 10/27/2025

10/30/2025 - POC Submission
 Submitted By: [REDACTED] Date Submitted: 11/06/2025
 Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 11/07/2025

Inspections / Reviews *(continued)*

11/06/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 11/06/2025

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

105f - Labeling/Return of Clothes

1. Requirements

2600.

105.f. Measures shall be implemented to ensure that residents' clothing are not lost or misplaced during laundering or cleaning. The resident's clean clothing shall be returned to the resident within 24 hours after laundering

Description of Violation

The home does not have a system to safeguard resident laundry from loss. The residents' interview revealed that they occasionally had to wait over three days for their personal belongings to be returned, with some of them going missing.

Repeat Violation [REDACTED] et.al.

Plan of Correction

Accept [REDACTED] - 10/30/2025)

Resident laundry is required to to be returned to residents within twenty-four hours. Missing resident laundry has been replaced or reimbursed at the cost of The Pinnacle, when issues have occurred.

All Staff will be trained on regulatory laundry protocols by November 7th, 2025.

The Pinnacle currently uses a whiteboard system for laundry management on each floor/laundry room. The Pinnacle will be upgrading this system using magnetized laminated room numbers stored by floor on magnetic boards. Housekeeping and Laundry staff members will be educated by the Wellness Director, or Designee, to place the room number magnet for the resident's room on top of the basket of laundry when it enters the laundry room. When items are placed into the washer the magnet will be moved onto the washing machine and rotated to the dryer. The magnet will be replaced on the primary whiteboard at the end of the wash and folding cycle for use next time. Items will be immediately returned to the resident after folding, regardless of shift, this is a process change, as returning of laundry has been shift dependent. If the resident is asleep, items will be placed in the residents sanitized basket outside of the resident's door, enabling the staff member to take the laundry into the resident and put it away during the next care interaction ie: answer of a call bell, medication disbursement or shift care.

The Wellness Director, or Designee, will complete a weekly audit of each laundry room to ensure the system is being used effectively for 60 days.

The Executive Director, or Designee, will meet with the Personal Care residents monthly at Personal Care Resident Roundtable/Council Meeting to specifically question laundry processes and document results for the next 90 days.

Residents will also be reminded of the Grievance Process at the upcoming November Roundtable meeting, to ensure immediate resolutions to any issues, especially as related to laundry in this instance. Staff will be retrained to Grievance and Concern process in November 2025 to reinforce timely resolution to all concerns.

Results of this Plan of Correction and Grievances will be reviewed as part of the Quality Assurance process, per Meridian Senior Living guidelines for the next 90 days.

Licensee's Proposed Overall Completion Date: 11/28/2025

Implemented [REDACTED] - 11/06/2025)