

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

June 5, 2025

[REDACTED]  
BH BRIGHTVIEW DEVON OPCO, LLC  
[REDACTED]

RE: BRIGHTVIEW DEVON  
301 EAST CONESTOGA ROAD  
WAYNE, PA, 19087  
LICENSE/COC#: 15187

[REDACTED],  
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 04/18/2025 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: *BRIGHTVIEW DEVON* License #: *15187* License Expiration: *03/07/2026*  
 Address: *301 EAST CONESTOGA ROAD, WAYNE, PA 19087*  
 County: *CHESTER* Region: *SOUTHEAST*

**Administrator**

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

**Legal Entity**

Name: *BH BRIGHTVIEW DEVON OPCO, LLC*  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *C-1* Date: *03/13/2019* Issued By: *Tredffrin Twp*

**Staffing Hours**

Resident Support Staff: Total Daily Staff: *102* Waking Staff: *77*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Complaint* Exit Conference Date: *04/18/2025*

**Inspection Dates and Department Representative**

04/18/2025 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: *95* Residents Served: *70*

**Secured Dementia Care Unit**  
 In Home: *Yes* Area: *Wellspring* Capacity: *25* Residents Served: *25*

**Hospice**  
 Current Residents: *11*

**Number of Residents Who:**  
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *70*  
 Diagnosed with Mental Illness: *3* Diagnosed with Intellectual Disability: *0*  
 Have Mobility Need: *32* Have Physical Disability: *3*

**Inspections / Reviews**

04/18/2025 Partial  
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *05/08/2025*

05/09/2025 - POC Submission  
 Submitted By: [REDACTED] Date Submitted: *05/29/2025*  
 Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *05/30/2025*

Inspections / Reviews *(continued)*

06/05/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 05/29/2025

Reviewer: [REDACTED]

Follow Up Type: *Not Required*

25c2 - Fee Schedule

1. Requirements

2600.

25.c. At a minimum, the contract must specify the following:

- 2. A fee schedule that lists the specify the following: actual amount of allowable resident charges for each of the home's available services.

Description of Violation

The home charges specified amounts for individual personal needs services. The resident-home contract dated [redacted] for resident [redacted] does not include a fee schedule of actual amounts charged for available services.

Plan of Correction

Accept [redacted] - 05/09/2025)

In response to the violation on [redacted] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 04/18/2025 by the Business Office Director to a fee schedule was added to the business file immediately.

To enhance the currently compliant operations, on 05/08/2025 the Business Office Director will will review each new residency agreement to ensure a fee schedule is included, with a completion date of 06/30/2025.

Effective 05/08/2025 the Business Office Director will perform monthly audits through 05/30/2025 to maintain ongoing compliance with establishing a fee schedule in each resident service agreement that lists the actual amount of allowable resident charges for each of the home's available services. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 05/30/2025

Implemented [redacted] - 06/05/2025)

85a - Sanitary Conditions

2. Requirements

2600.

85.a. Sanitary conditions shall be maintained.

Description of Violation

On [redacted] at approximately 12:45pm, resident room [redacted] had a very strong pungent odor of [redacted]

Plan of Correction

Accept [redacted] - 05/09/2025)

In response to the violation on [redacted] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 04/18/2025 by the Maintenance Director to immediately cleaned the apartment.

To enhance the currently compliant operations, on 05/08/2025 the Personal Care Director will ensure the apartment is clean a free of any odors by having the resident assistants remove any soiled products immediately. The apartment is cleaned weekly by the housekeeping team. Any incidents that need immediate attention will be entered into the work order system as a critical work order, with a completion date of 05/30/2025.

Effective 05/08/2025 the Personal Care Director will perform weekly inspections through 05/30/2025 to maintain ongoing compliance with maintaining sanitary conditions. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

85a - Sanitary Conditions (continued)

Licensee's Proposed Overall Completion Date: 05/30/2025

Implemented [REDACTED] - 06/05/2025)

252 - Record Content

3. Requirements

2600.

252. Content of Resident Records - Each resident's record must include the following information:

2. Race, height, weight, color of hair, color of eyes, religious affiliation, if any, and identifying marks.

18. An inventory of the resident's personal property as voluntarily declared by the resident upon admission and voluntarily updated.

Description of Violation

Resident's [REDACTED] and [REDACTED] record does not include identifying marks and an inventory of the resident's personal property as voluntarily declared upon admission or updated as new items are added to the resident's room.

Plan of Correction

Accept [REDACTED] - 05/09/2025)

In response to the violation on [REDACTED] by the Pennsylvania Bureau of Human Service Licensing, immediate action was taken on 04/18/2025 by the Health Service Director to added the word none to the on the resident face sheet for the 3 identified residents.

To enhance the currently compliant operations, on 05/08/2025 the Health Service Director will will review the residents face sheet to update the identifying marks session to None if applicable. Residents will be provided a personal property inventory form to complete, with a completion date of 05/30/2025.

Effective 05/08/2025 the Health Service Director will perform monthly audits through 05/30/2025 to maintain ongoing compliance with ensuring each resident's record includes, including race, height, weight, color of hair, color of eyes, religious affiliation, if any, and identifying marks, and an inventory of the resident's personal property as voluntarily declared by the resident upon admission and voluntarily updated. Any deficiencies will be corrected immediately, and findings will be documented and reviewed internally for continuous improvement purposes.

Licensee's Proposed Overall Completion Date: 05/30/2025

Implemented [REDACTED] 06/05/2025)