

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

July 14, 2025

[REDACTED]
LANCASTER PCH LLC
[REDACTED]

RE: LEGEND PERSONAL CARE AND
MEMORY CARE OF LANCASTER
31 MILLERSVILLE ROAD
LANCASTER, PA, 17603
LICENSE/COC#: 33306

[REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/18/2025 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] v

cc: Pennsylvania Bureau of Human Service Licensing

Facility Information

Name: LEGEND PERSONAL CARE AND MEMORY CARE OF LANCASTER **License #:** 33306 **License Expiration:** 12/11/2025

Address: 31 MILLERSVILLE ROAD, LANCASTER, PA 17603

County: LANCASTER **Region:** CENTRAL

Administrator

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

Legal Entity

Name: LANCASTER PCH LLC

Address: [REDACTED]

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

Certificate(s) of Occupancy

Type: I-1	Date: 12/19/2006	Issued By: Manor Township
Type: I-2	Date: 12/19/2006	Issued By: Manor Township

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 109 **Waking Staff:** 82

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:** 0

Reason: Fine **Exit Conference Date:** 06/18/2025

Inspection Dates and Department Representative

06/18/2025 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 100 **Residents Served:** 79

Secured Dementia Care Unit

In Home: Yes **Area:** Memory Care **Capacity:** 40 **Residents Served:** 29

Hospice

Current Residents: 5

Number of Residents Who:

Receive Supplemental Security Income: 0	Are 60 Years of Age or Older: 79
Diagnosed with Mental Illness: 30	Diagnosed with Intellectual Disability: 1
Have Mobility Need: 30	Have Physical Disability: 2

Inspections / Reviews

06/18/2025 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 07/13/2025

Inspections / Reviews (*continued*)

07/09/2025 POC Submission

Submitted By: [REDACTED]

Date Submitted: 07/11/2025

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 07/18/2025

07/14/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 07/11/2025

Reviewer: [REDACTED]

Follow Up Type: Not Required

85a - Sanitary Conditions

1. Requirements

2600.

85.a. Sanitary conditions shall be maintained.

Description of Violation

On [REDACTED] at approximately 11:30 AM, a pungent scent of urine and body odor was detected in resident [REDACTED] room.

Plan of Correction

Accept [REDACTED] - 07/09/2025)

The Primary Benefit of the regulation specific to the findings are that it greatly minimizes the risk of resident illness and provides dignified living conditions for residents.

The violation occurred as a result of the resident experiencing significant increased incontinence. It was determined the resident does wear an incontinent undergarment and was frequenting the public bathroom to obtain paper c-fold towels from the dispenser and placing stacks in [REDACTED] undergarment and subsequently using [REDACTED] bathroom, leaving the soiled stack of c-fold paper towels on the floor along with any soiled clothing and staff unaware. In addition, [REDACTED] does stand to urinate and was missing the toilet causing urine to gather on [REDACTED] rubber backed bathroom rug on the floor at the base of the toilet.

The Healthcare Director/Assistant Healthcare Director have scheduled an in-person exam with the residents PCP to be seen on 07/09/2025. Any new orders will be processed, and a record of the visit will be retained on the resident's chart. The RASP will be updated, as will [REDACTED] family, with any changes in the resident's plan of care.

At the time of inspection 06/18/2025, an initial audit of the findings was conducted. A copy of this initial audit is on file. On 06/18/2025, at the time of inspection, the housekeeping team and Maintenance Director did thoroughly clean the entire apartment and completed laundry service. The maintenance director removed the toilet, changed the O-ring, replaced the toilet and resealed the base. The bathroom carpet was also removed and the resident received assistance to shower by the care staff.

Education was completed on the date of inspection, 06.18.2025, relative to 2600.85a. The training was conducted by the Operations Specialist with the maintenance director and housekeeper. A copy of this training is on file.

It was determined the best course of action for the resident's overall well-being is to provide more frequent housekeeping, laundry service as needed and assistance with more frequent bathing. On June 18th the Healthcare Director updated the RASP and [REDACTED] family was contacted to review the necessity for these services. The family returned the call to the Healthcare Director and a RASP care plan addendum was reviewed with them on 07/03/2025 via phone. A copy of the RASP/Addendum will remain on the resident's chart.

Housekeeping audits were initiated on 06.18.2025 by the department staff. The resident's apartment is cleaned a minimum of once weekly. The apartment is currently audited for cleanliness and additional cleaning services are provided as warranted. The record of daily weekday audits remains in process for three weeks. On 07/11/2025 upon conclusion of the three-week period of audits the apartment will be cleaned a minimum of twice weekly up to daily if necessary, by the housekeeping staff.

85a Sanitary Conditions (continued)

Licensee's Proposed Overall Completion Date: 07/11/2025

Implemented [REDACTED] - 07/14/2025)