



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
800 NE 136th Ave, Suite 200, Vancouver, WA 98684

AST Gentle Home Care LLC
AST Gentle Home Care
14011 NE 30th Ave
Vancouver, WA 98686

RE: AST Gentle Home Care License # 751368

Dear Provider:

This letter addresses Compliance Determination(s) 44847 (Completion Date 07/29/2024) and 42279 (Completion Date 06/15/2024).

The Department completed a follow-up inspection of your Adult Family Home on 07/29/2024 and found that you have corrected the violations listed in the Complaint report dated 06/15/2024. Your home is back in compliance as of 06/24/2024 with the cited requirements of the Washington Administrative Code or the Revised Code of Washington or both.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-76-10135-6, WAC 388-76-10135-7, WAC 388-76-10135-8

The Department staff who did the on-site verification:
Priscilla Changa, Nursing Home Complaint Investigator

If you have any questions, please contact me at (360)450-1218.

Sincerely,

Michael Burdick, Field Manager
Region 3, Unit F
Residential Care Services

This document was prepared by Residential Care Services for the Locator website.



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Statement of Deficiencies	License #: 751368	Compliance Determination #42279
Plan of Correction	AST Gentle Home Care	Completion Date
Page 1 of 3	Licenses: AST Gentle Home Care LLC	06/15/2024

You are required to be in compliance at all times with all licensing laws and regulations to maintain your Adult Family Home license.

The department completed data collection for an unannounced on-site complaint investigation on 06/05/2024 and 06/12/2024 of:

AST Gentle Home Care
14011 NE 30th Ave
Vancouver, WA 98686

This document references the following complaint number(s): 133443

The following sample was selected for review during the unannounced on-site visit: 3 of 4 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Priscilla Changa, Nursing Home Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3, Unit F
800 NE 136th Ave, Suite 200
Vancouver, WA 98684

As a result of the on-site visit(s), the department found that you are not in compliance with the licensing laws and regulations as stated in the cited deficiencies in the enclosed report.

Residential Care Services

6/17/2024

Date

I understand that to maintain an Adult Family Home license, I must be in compliance with all the licensing laws and regulations at all times.

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Statement of Deficiencies	License #: 751368	Compliance Determination # 42279
Plan of Correction	AST Gentle Home Care	Completion Date
Page 1 of 3	Licensee: AST Gentle Home Care LLC	06/15/2024

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Statement of Deficiencies	License #: 751368	Compliance Determination # 42279
Plan of Correction	AST Gentle Home Care	Completion Date
Page 2 of 3	Licensee: AST Gentle Home Care LLC	06/15/2024

Theraphy -
Provider (or Representative)

6-24-2024
Date

WAC 388-76-10135 Qualifications Caregiver. The adult family home must ensure each caregiver has the following minimum qualifications:

- (6) Has none of the negative actions listed in WAC 388-76-10180 ;
- (7) Has a current valid first-aid card or certificate as required in chapter 388-112A WAC, except nurses, who are exempt from this requirement;
- (8) Has a valid cardiopulmonary resuscitation (CPR) card or certificate as required in chapter 388-112A WAC; and

This requirement was not met as evidenced by:

Based on interview and record review the Adult Family Home failed to ensure one of one sampled staff, Staff B, was a qualified caregiver. This failure placed all residents at risk of receiving care and services from a potentially disqualified caregiver, potential abuse, and unmet care needs.

Findings included...

During an interview on 06/05/2024 at 2:43 PM, Resident 1 (R1) stated Staff B, Caregiver, assisted them with personal care three times a week.

During an interview on 06/05/2024 at 3:00 PM Resident 2 (R2) stated Staff B assisted them with personal care and worked in the home three times a week.

During an interview on 06/11/2024 at 2:20 PM, Resident 3 (R3) stated Staff B worked in the home three times a week and they provided personal care.

During an interview on 06/11/2024 at 2:43 PM Staff A, Provider, said that Staff B was in the home as a "helper" for two months. Staff A said Staff B was at the home and stated that they were unable to communicate in English when requested to interview Staff B.

During an interview on 06/12/2024 at 11:43 AM, Staff A said that Staff B no longer "helped" at the home as of 06/11/2024. Staff A said Staff B provided personal care and passed medications to the residents. Staff A said they did not have a personnel file for Staff B. Staff A was unable to provide Staff B's personnel file and their background check for review. Staff A said that they missed completing the background check and indicated that they should have a background check completed.

Provider (or Representative)

Date

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This requirement was not met as evidenced by:

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Page 3 of 3	Licensee: AST Gentle Home Care LLC	06/15/2024

By the time of departure on 06/12/2024 at 12:25 PM no personnel file was provided for review.

Attestation Statement

I hereby certify that I have reviewed this report and have taken or will take active measures to correct this deficiency. By taking this action, AST Gentle Home Care is or will be in compliance with this law and / or regulation on (Date) Immediately

6-24-2024

In addition, I will implement a system to monitor and ensure continued compliance with this requirement.

Thanafl-

Provider (or Representative)

6-24-2024

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Provider (or Representative)

Date

This document was prepared by Residential Care Services for the Locator website.

Plan/Attestation Statement:

Dear Mr. Michael Burdick:

Per the findings of our inspection for complaint 133443, we have made the following corrections:

Staff B, after learning about the complaints against her, decided to leave her volunteer position with us as she was unable, or unwilling, to provide the required CPR or first-aid certifications. A formal personnel file was not made for her, as she was not a full employee and we were still under consideration of whether to offer her employment. This was our mistake, and while she was never working with our residents without our direct supervision, we should have pursued a more thorough background and certification check at the beginning. The safety and well-being of our residents is our highest priority, and we were devastated to learn that they felt she had behaved poorly while assisting them. We deeply regret this situation and have made the following plan to ensure it will not be repeated.

Plan:

1. Conduct a background check on all incoming employees AND volunteers
2. Ensure all required certifications are presented and available for inspection at all times, and encourage pursuit of ongoing education
3. Request feedback from our residents frequently on the care they are receiving from us and from our employees and volunteers
4. Continue to provide appropriate supervision for both employees and volunteers based on their level of proficiency and certification

Thank you for giving us the opportunity to amend this deficiency. We hope to continue serving our residents with the highest level of care and support now and in the future.

With kindest regards,

Alla Tokarev
Sergey Tokarev