



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

Terrace Hope LLC
Terrace Hope AFH
24321 54th Ave W
Mountlake Terrace, WA 98043

RE: Terrace Hope AFH License # 752613

Dear Provider:

This letter addresses Compliance Determination(s) 39858 (Completion Date 04/16/2024) and 38054 (Completion Date 03/13/2024).

The Department completed a follow-up inspection of your Adult Family Home on 04/16/2024 and found that you have corrected the violations listed in the Complaint report dated 03/13/2024. Your home is back in compliance as of 03/14/2024 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 388-76-10532-2, WAC 388-76-10532-2-a, WAC 388-76-10532-2-b, WAC 388-76-10532-2-c, WAC 388-76-10400-3-a

The Department staff who did the on-site verification:
Meazawork Tekie, Complaint Investigator

If you have any questions, please contact me at (206)914-5042.

Sincerely,

Renee Bourque, Field Manager
Region 2, Unit I
Residential Care Services

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



Residential Care Services Investigation Summary Report

Provider/Facility: Terrace Hope AFH

Provider Type: Adult Family Home

License/Cert.#: 752613

Compliance Determination #: 38054

Intake ID: 119286

Investigator: Meazawork Tekie

Region/Unit #: RCS Region 2 / Unit I

Investigation Date(s): 03/11/2024 through 03/13/2024

Complainant Contact Date(s): 03/19/2024

Allegation(s):

1. The Adult Family home (AFH) failed to provide an interactive environment for the Named Resident (NR).
2. The Adult Family home (AFH) failed to maintain a signed disclosure of services by AFH residents or representatives.

Investigation Methods:

Sample:	Total residents: 4 Resident sample size: 3 Closed records sample size: 0
Observations:	Identified resident Residents Activities Resident rooms Staff to resident interactions
Interviews:	Identified resident Nursing staff Residents Family members
Record Reviews:	Medical records Facility policies

Investigation Summary:

1. Observation showed AFH with 4 residents in their rooms watching TV. Observation showed always and common areas and hallways dark. In an interview, sampled residents and Resident 2 representative re-stated the allegations and stated that they were not offered activities. In an interview, family representatives stated that residents were well cared for. In an interview, AFH staff stated they tried to perform physical mobility exercises but no other activities. In an interview, provider stated that they would offer but all residents were not interested in other activities than watching TV. In record review, activity preferences and guidelines were documented. statement of deficiency dated: 03/19/2024.

2. Record review of medical records didn't have disclosure of services signed by

residents or representatives. In an interview, provider stated that they were not aware the form needed to be reviewed and signed by residents. See statement of deficiency dated: 03/19/2024.

Conclusion / Action:

- ☒ Failed Provider Practice Identified / Citation(s) Written
- ☐ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A



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Statement of Deficiencies	License #: 752613	Compliance Determination # 38054
Plan of Correction	Terrace Hope AFH	Completion Date
Page 1 of 4	Licensee: Terrace Hope LLC	03/13/2024

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 03/11/2024 and 03/11/2024 of:

Terrace Hope AFH
24321 54th Ave W
Mountlake Terrace, WA 98043

This document references the following complaint number(s): 119286

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:

Meazawork Tekie, Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 2, Unit I
20311 52nd Ave W, Suite 100
Lynnwood, WA 98036

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.

Rense' Bourque
Residential Care Services

03/19/2024
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.

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

FREWEINI

Provider (or Representative)

3-24-2024

Date

WAC 388-76-10532 Resident rights Department standardized disclosure forms.

(2) The adult family home must complete the disclosure of charges form as provided by the department. The home must:

- (a) Provide a copy to each resident prior to or upon admission to the home;
- (b) Provide a copy upon resident request; and
- (c) Keep a copy that has been signed and dated by the resident in the resident's record.

This requirement was not met as evidenced by:

Based on record review and interview, the Adult Family Home (AFH) failed to ensure that 4 of 4 residents (Resident 1, 2, 3, and 4) had signed and dated a disclosure of charges form. This failure placed the residents at risk of not being fully informed of their rights and the fees charged by the AFH.

Findings included...

Record review on 03/11/2024 showed Resident 1 was admitted to the AFH on [REDACTED]/2017. A disclosure of charges form was not found in Resident 1's record.

Record review on 03/11/2024 showed Resident 2 was admitted to the AFH on [REDACTED]/2022. A disclosure of charges form was not found in Resident 2's record.

Record review on 03/11/2024 showed Resident 3 was admitted to the AFH on [REDACTED]/2015. A disclosure of charges form was not found in Resident 3's record.

Record review on 03/11/2024 showed Resident 4 was admitted to the AFH on [REDACTED]/2021. A disclosure of charges form was not found in Resident 4's record.

Interview on 03/11/2024 at 12:00 PM, Staff A (Provider) stated that they were not familiar with the disclosure of charges form and had not completed the form with any of the current AFH residents.

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, Terrace Hope AFH is or will be in compliance with this law and / or regulation on (Date) 3-14-2024.

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

FREWEINI

Provider (or Representative)

3-24-2024

Date

WAC 388-76-10400 Care and services. The adult family home must ensure each resident receives:

(3) The care and services in a manner and in an environment that:

(a) Actively supports, maintains or improves each resident's quality of life;

This requirement was not met as evidenced by:

Based on observation, interview, and record review the Adult Family Home (AFH) failed to offer and provide AFH residents (Resident 1, 2, and 3) life enrichment activities. This failure placed Residents Resident 1, 2, and 3 at risk of decreased quality of life.

Findings included...

Observation on 3/11/2024, at 11:00AM, showed AFH common area and hallways dark, lights turned off. Residents 1,2,3 and 4 in their rooms watching TV.

In an interview, on 03/11/2024, at 11:15 AM, Resident 1 stated that they preferred to get up from bed for activities.

In an interview, on 03/11/2024, at 11: 05 AM, Resident 2 stated that they spent their day in bed due to lack of activity in the house. Resident 2 stated that they were not offered to participate in activities.

In an interview, on 03/11/2024, at 11: 30 AM, Resident 3 stated that they liked to play card games but didn't have anyone to play with. Resident 3 stated that they were not offered to participate in activities.

In an interview, on 03/11/2024, at 11: 40 AM, Staff B, Caregiver, stated that they didn't offer AFH residents activities.

Record review of Resident 1's Negotiated Care Plan (NCP) dated 05/25/2023, directed AFH staff to 'encourage resident to participate with groups and activities. Also enjoy games in the house.'

Record review of Resident 2's Negotiated Care Plan (NCP) dated 03/12/2023, directed AFH

staff to 'encourage resident to participate with groups and activities. Also enjoy games in the house.'

Record review of Resident 3's Negotiated Care Plan (NCP) dated 08/23/2023, directed AFH staff to 'encourage resident to participate with groups and activities. Also enjoy games in the house.'

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, Terrace Hope AFH is or will be in compliance with this law and / or regulation on (Date) 3-14-2024.

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

FREWEINI [Signature]
Provider (or Representative)

3-24-2024
Date

Plan of Corrections

WAC 388-76-10532 Department standardized disclosure forms:

Corrections made: 03/04/2024

Corrections: We first had all residents review and understand the disclosure of charges form. After reviewing and understanding what the charges are, we then had all the residents sign the forms.

The signed forms have been sent to the complaint investigator: Meazawork, Tekie

WAC 388-76-10400 The adult family home must ensure each resident receives:

(3) The care and services in a manner and in an environment that:

(a) Actively supports, maintains or improves each residents quality of life;

Corrections made: 03/14/2024 14 - 2024.

Corrections: We have created a daily calendar reminder to offer the residents a time to do activities, such as: Card games, puzzles, and chess. There is also the option of getting out of their room to go outside.

PREWEINI 

3-24-2024