



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
1200 Alder Street, Union Gap, WA 98903

Gentle Hands Home Care LLC
Gentle Hands Home Care LLC
1508 S Olympia Pl
Kennewick, WA 99337

RE: Gentle Hands Home Care LLC License # 753316

Dear Provider:

This letter addresses Compliance Determination(s) 63266 (Completion Date 07/29/2025) and 60585 (Completion Date 06/13/2025).

The Department completed a follow-up inspection of your Adult Family Home on 07/29/2025 and found that you have corrected the violations listed in the Complaint report dated 06/13/2025. Your home is back in compliance as of 07/03/2025 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 388-76-10225-1-b-iii

The Department staff who did the on-site verification:
Sarah Clark, Community Complaint Investigator

If you have any questions, please contact me at (509)572-7394.

Sincerely,

Michelle Ann Yarbrough

Michelle Yarbrough, Adult Family Home Field Manager
Region 1, Unit C
Residential Care Services

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



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Statement of Deficiencies	License #: 753316	Compliance Determination # 60585
Plan of Correction	Gentle Hands Home Care LLC	Completion Date
Page 1 of 3	Licensee: Gentle Hands Home Care LLC	06/13/2025

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 06/04/2025 of:

Gentle Hands Home Care LLC
1508 S Olympia Pl
Kennewick WA 98337

This document references the following complaint number(s): 180326

The following sample was selected for review during the unannounced on-site visit: 2 of 5 current residents and 0 former residents

The department staff that investigated the Adult Family Home:

Sarah Clark, Community Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 1, Unit C
1200 Alder Street
Union Gap, WA 98903

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Statement of Deficiencies	License #: 753316	Compliance Determination # 60585
Plan of Correction	Gentle Hands Home Care LLC	Completion Date
Page 1 of 3	Licensee: Gentle Hands Home Care LLC	06/13/2025

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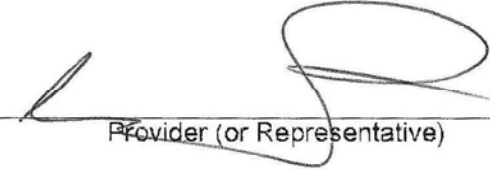
Statement of Deficiencies	License #: 753316	Compliance Determination # 60585
Plan of Correction	Contlo Handc Home Care LLC	Completion Date
Page 2 of 3	Licensee: Gentle Hands Home Care LLC	06/13/2025

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.

Michelle Ann Garbrough
Residential Care Services

06/25/2025
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.



Provider (or Representative)

7.3.25

Date

WAC 388-76-10225 Reporting requirement.

(1) The adult family home must ensure all staff:

(b) Report the following to the department by calling the complaint toll-free hotline number or completing an online report:

(iii) A missing resident.

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to notify the Department when 1 of 2 residents (Resident 1) went missing from the AFH. This failure placed the resident at risk for not receiving appropriate follow-up when missing from the home.

Findings included....

Review of the department's tracking system on 06/04/2025 at 08:15 AM showed Resident 1's case manager had reported the incident that occurred on 5/21/2025 in which the resident had eloped from the AFH and had yet to be located. There was no record of a report made by the AFH regarding this incident.

During an interview on 06/04/2025 at 10:44 AM Staff A, Caregiver, stated that Resident 1 had left the home during the evening and was not located for approximately twenty four hours before the local police found Resident 1 and brought them back to the AFH.

In an interview on 06/04/2025 at 12:39 PM Staff B stated they remembered starting to fill out an online report for the department, but did not remember if they submitted it as

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Residential Care Services

Date

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Statement of Deficiencies	License #: 753318	Compliance Determination # 60585
Plan of Correction	Gentle Hands Home Care LLC	Completion Date
Page 3 of 3	Licensee: Gentle Hands Home Care LLC	06/13/2025

they did not receive a confirmation number.

Review on, 06/13/2025, of an AFH incident report dated 05/21/2025, showed Resident 1 eloped on 05/21/2025 with no specified time on how long Resident 1 was gone. It also showed Resident 1 had been found by Staff B but Resident 1 was uncooperative to return to the AFH. Incident report did not indicate who brought Resident 1 back to the AFH.

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, Gentle Hands Home Care LLC is or will be in compliance with this law and / or regulation on (Date) 7-3-25.

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


Provider (or Representative)

07/17/25

Date

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Provider (or Representative)

Date

Follow-Up Plan Regarding Complaint and Reporting Requirements for WAC 388-76-10225

This follow-up plan is formulated in response to Complaint Number 180326, which involved a missing person incident. The plan outlines the steps taken to address the complaint and ensures compliance with WAC 388-76-10225 regarding timely reporting and notifications.

Steps Taken in Response to the Incident:

1. Emergency Response Activation:

- Immediate notification of 911 was executed to report the elopement/missing person.
- Activation of the Crisis Response 988 and/or Medical Team to ensure that appropriate measures were taken for the individual's safety.

2. Case Management Review:

- A comprehensive review was conducted by the Case Management team, which included an assessment of the resident's circumstances and needs following the incident.
- Follow-up with the family of the resident to communicate the actions taken and the current status.

3. Notification Plan for Reporting:

- Implemented a protocol for notifying all relevant parties, including hotline notifications, within 24-72 hours post-incident.
- Prepared incident reports detailing the circumstances surrounding the missing person case, including the responses deployed to ensure safety.

Follow-up Measures:

1. Hot-Line and Incident Report 72-Hour Follow-Up

- A mandatory follow-up procedure will occur within 72 hours of incident reporting to verify that notifications were received, are accurate, and reflect the gravity of the situation.
- This follow-up will involve direct communication with all involved parties, including staff responsible for reporting and external stakeholders.

2. Incident Review Meetings:

- Scheduled regular incident review meetings to discuss any challenges encountered during reporting and identify areas for improvement.
- Foster an environment where staff can provide feedback on the reporting process to enhance effectiveness.

3. Documentation and Accountability:

- Enhanced our documentation practices to ensure that all incidents, along with their responses and follow-ups, are systematically recorded.
- Designated accountability within the management team to oversee compliance with follow-up commitments and ongoing training sessions.

Through the execution of the outlined steps and follow-up measures, we aim to address the shortcomings identified in the reporting of the incident and to better safeguard the mental health of our residents. Continuous monitoring and evaluation of our procedures will ensure compliance with WAC 388-76-10225 and foster an environment of safety and transparency.



Alla Babiy
Provider
Gentle Hands Home Care LLC
C: (509)492-6838
Email: alla.babiy@gentlehomecare4u.com

Date: 07/03/2025