



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

Pillars Adult Family Home 2
Royal Anne Senior Care Home 2
23428 54th Ave S Unit 25-5
Kent, WA 98032

RE: Royal Anne Senior Care Home 2 License # 757598

Dear Provider:

This letter addresses Compliance Determination(s) 74287 (Completion Date 03/13/2026) and 72894 (Completion Date 02/27/2026).

The Department completed a follow-up inspection of your Adult Family Home on 03/13/2026 and found that you have corrected the violations listed in the Complaint report dated 02/27/2026. Your home is back in compliance as of 03/04/2026 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 388-76-10200-5-d, WAC 388-76-10200-5, WAC 388-76-10340, WAC 388-76-10340-1, WAC 388-76-10340-2, WAC 388-76-10340-3, WAC 388-76-10340-4, WAC 388-76-10340-5

The Department staff who did the on-site verification:

Spomenka Hodzic, NCI

If you have any questions, please contact me at (206)348-9350.

Sincerely,

Nichollette Flynn on behalf of Rense' Bourque

Nichollette Flynn, AFH Field Manager
Region 2, Unit I
Residential Care Services



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20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

Statement of Deficiencies	License #: 757598	Compliance Determination # 72894
Plan of Correction	Royal Anne Senior Care Home 2	Completion Date
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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 02/12/2026 of:

Royal Anne Senior Care Home 2
21019 ROYAL ANNE RD UNIT B
BOTHELL, WA 98021

This document references the following complaint number(s): 212256

The following sample was selected for review during the unannounced on-site visit: 1 of 1 current residents and 1 former residents.

The department staff that investigated the Adult Family Home

Spomenka Hodzic, NCI

From:
DSHS. Home and Community Living Administration
Residential Care Services, Region 2, Unit I
20311 52nd Ave W, Suite 100
Lynnwood, WA 98036

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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.

Renee Beurgue
Residential Care Services

02/27/2026
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.

[Signature]
Provider (or Representative)

03/05/2026
Date

WAC 388-76-10200 Adult family home Staff Availability Contact information. In addition to other licensing requirements for staff availability, the adult family home must:

- (5) Ensure the provider, entity representative or resident manager is readily available to:
- (d) Authorized state staff.

This requirement was not met as evidenced by:

Based on observation and interview, Staff A, Provider, failed to ensure they were readily available to authorized Department's Staff. This failure resulted in delayed management and investigation of potential abuse and neglect for 1 of 2 residents (Resident 2, former resident).

Findings included...

Observation on 02/12/2026 at 08:40 AM, showed the dwelling located on 21019 Royal Ann Rd housed two Adult Family Homes (AFH):

- Royal Anne Senior Care Home 1- located on the upper level of the dwelling- unit A
- Royal Anne Senior Care Home 2- located on the lower level of the dwelling- unit B

Review of Department's records showed that these two AFHs were not owned by the same Provider.

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Observation on 02/12/2026 at 8:45 AM showed the AFH, unit B, was providing care and various services to one resident.

Record review of AFH's (unit B) "Incident Report and progress notes, dated, 02/07/2026 showed that Resident 2 had incident that required assistance of the local law enforcement and emergency responders. Resident 2 required transportation to the local hospital for treatment.

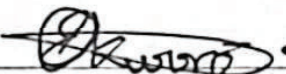
In an interview, on 02/12/2026 at 10:15 AM, Staff B, caregiver, reported that Staff A, Provider, was their mother and that Staff A was not available because they were out of country. Staff B reported in the absence of Staff A they were the ones that assisted in managing AFH- unit B, on a day-to-day basis. Staff B stated that they were not the AFH Resident Manager (RM) for unit B because they were RM for the AFH located on the upper-level unit A.

Review of Department's records showed that Staff A was listed as Provider and Resident Manager for the AFH- unit B since 08/07/2024.

Review of Department's records showed that Staff B was listed as RM for unit A since 06/01/2025.

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, Royal Anne Senior Care Home 2 is or will be in compliance with this law and / or regulation on (Date) 03/04/2026

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


 Provider (or Representative)

03/05/2026
 Date

WAC 388-76-10340 Preliminary service plan. The adult family home must ensure that each resident has a preliminary service plan that includes:

- (1) The resident's specific problems and needs identified in the assessment,
- (2) The needs for which the resident chooses not to accept or refuses care or services;
- (3) What the home will do to ensure the resident's health and safety related to the

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refusal of any care or service;

(4) Resident defined goals and preferences; and

(5) How the home will meet the resident's needs.

This requirement was not met as evidenced by:

Based on observation, interview and record review Adult Family Home (AFH) failed to develop a preliminary service plan for 2 of 2 residents (Resident 1 and Resident 2, former resident) when admitted to the Adult Family Home (AFH). This failure placed Resident 1's and Resident 2's welfare and safety at risk by not ensuring AFH Staff had the information needed to address needs, preferences and specific problems for Resident 1 and Resident 2.

Findings included ..

Observation on 02/12/2026 at 8:45 AM showed the Adult Family Home (AFH) was providing care and various services to one resident.

<Resident 1>

Review of Resident 1's demographic data showed Resident 1 was admitted to AFH on [REDACTED] / 2026.

Review of Resident 1's record showed the AFH did not develop a preliminary service plan for Resident 1.

<Resident 2>

Review of Resident 2's Department's data showed Resident 2 was admitted to the AFH on [REDACTED] /2026.

Review of Resident 2's record showed the AFH did not develop a preliminary service plan for Resident 2.

In an interview, on 02/12/2026 at 10:15 AM, Staff B, caregiver, reported that they did not know that they had to develop preliminary care plan for residents on their admission to AFH.

Statement of Deficiencies

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Plan of Correction

Royal Anne Senior Care Home 2

Completion Date

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Licensee: Pillars Adult Family Home 2

02/27/2026

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, Royal Anne Senior Care Home 2 is or will be in compliance with this law and / or regulation on (Date) 03/04/2026

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



Provider (or Representative)

03/10/2026

Date