



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
20425 72nd Avenue S, Suite 400, Kent, WA 98032

ELDORADO WEST INC
ELDORADO WEST RETIREMENT COMMUNITY
2020 A St SE Suite 101
Auburn, WA 98002

RE: ELDORADO WEST RETIREMENT COMMUNITY # 2140

Dear Administrator:

This document references Compliance Determination 34341 (01/31/2024), which included complaint number(s) 109857, 110614, 111529.

The Department completed a complaint investigation of your Assisted Living Facility on 01/31/2024 and found that your facility does not meet the Assisted Living Facility requirements.

The department staff who did the inspection and provided consultation:

Kailash Sharma, ALF Licenser

Consultation:

WAC 388-78A-2660 Resident rights. The assisted living facility must:

(4) Promote and protect the residents' exercise of all rights granted under chapter 70.129 RCW;

Facility denied resident's right of personal choice to leave facility unsupervised and as desired. Resident left facility without signing out and returned later. Upon resident's return, facility sent resident to hospital without explanation to resident. Facility refused to accept resident back from hospital. Facility then reconsidered situation and resident returned to the facility.

You Must:

- Begin the process of correcting the deficiency or deficiencies immediately; and
- Complete correction as soon as possible.

You Are Not:

- Required to submit a plan-of-correction for the deficiency or deficiencies found.

The Department May:

- Inspect the facility to determine if you have corrected all deficiencies.

You May:

- Contact me for clarification of the deficiency or deficiencies found.

In Addition, You May:

- Request an **Informal Dispute Resolution (IDR)** review within 10 working days after you receive this letter. Your IDR request **must** include:
 - o What specific deficiency or deficiencies you disagree with;
 - o Why you disagree with each deficiency; and
 - o Whether you want an IDR to occur in-person, by telephone or as a paper review.
 - o Send your request to:

IDR Program Manager
Department of Social and Health Services
Aging and Long-Term Support Administration
Residential Care Services
PO Box 45600
Olympia, WA 98504-5600

If You Have Any Questions:

- Please contact me at (253)234-6020.

Sincerely,

Laurie Anderson

Laurie Anderson, Field Manager
Region 2, Unit D
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: ELDORADO WEST
RETIREMENT COMMUNITY
License/Cert.#: 2140

Provider Type: Assisted Living Facility

Intake ID: 109857

Compliance Determination #: 34341

Region/Unit #: RCS Region 2 / Unit D

Investigator: Kailash Sharma

Investigation Date(s): 12/20/2023 through 01/31/2024

Complainant Contact Date(s): 01/04/2024, 01/23/2024, 01/31/2024, 12/22/2023, 12/28/2023

Allegation(s):

Missing resident and Facility refused to accept Resident back: Resident was missing later returned to facility next day. Resident uncooperative, sent back to emergency room for psychiatric evaluation. Resident not allowed to return until evaluation completed.

Investigation Methods:

Sample:	Total residents: 64 Resident sample size: 1 Closed records sample size: 0
Observations:	General tour of the facility, staff and family interaction, staff and resident interaction, general activities of the facility.
Interviews:	Executive Director, Health Service Director, Named resident, Regional Wellness Director, Complaints, Guardian, Hospital staff. Case manager.
Record Reviews:	Characteristic Roster, Disclosure of the Service Agreement, Assessment, Negotiated Service Plan, Medication Record, Progress-Notes, Face Sheet, After Discharge Summary, Change of Condition Policy.

Investigation Summary:

Facility cooperative with investigation. Health Service Director (HSD) stated staff followed missing resident procedure per policy, notified guardian, police, and complaint resolution unit. HSD stated Named Resident (NR) independently returned to facility the next day. Facility sent NR back to hospital for evaluation. Executive Director (ED) stated facility refused to take back NR after assessment. Hospital staff stated facility refused to take NR back. Facility later allowed NR to return. Consultation issued for initial failed practice corrected.

Conclusion / Action:

☒ Failed Provider Practice Identified / Citation(s) Written

☐ Failed Provider Practice Not Identified / No Citation Written

☐ N/A



Residential Care Services Investigation Summary Report

Provider/Facility: ELDORADO WEST
RETIREMENT COMMUNITY
License/Cert.#: 2140

Provider Type: Assisted Living Facility

Compliance Determination #: 34341

Intake ID: 110614

Investigator: Kailash Sharma

Region/Unit #: RCS Region 2 / Unit D

Investigation Date(s): 12/20/2023 through 01/31/2024

Complainant Contact Date(s): 01/04/2024, 01/23/2024, 01/31/2024, 12/22/2023, 12/28/2023

Allegation(s):

Facility refused to take resident back.

Investigation Methods:

Sample:	Total residents: 64 Resident sample size: 1 Closed records sample size: 0
Observations:	General tour of the facility, staff and family interaction, staff and resident interaction, general activities of the facility.
Interviews:	Executive Director, Health Service Director, Named resident, Regional Wellness Director, Complaints, Guardian, Hospital staff. Case manager.
Record Reviews:	Characteristic Roster, Disclosure of the Service Agreement, Assessment, Negotiated Service Plan, Medication Record, Progress-Notes, Face Sheet, After Discharge Summary, Change of Condition Policy.

Investigation Summary:

Case Manager at St. Ann Hospital stated they contacted Executive Director (ED) at Eldorado West three times. ED stipulated psychiatric evaluation required for facility to take resident back. ED stated that resident was sent hospital for safety concerns for other residents. Facility eventually allowed resident to return. Consultation issued for initial failed practice corrected.

Conclusion / Action:

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



Residential Care Services Investigation Summary Report

Provider/Facility: ELDORADO WEST
RETIREMENT COMMUNITY
License/Cert.#: 2140

Provider Type: Assisted Living Facility

Compliance Determination #: 34341

Intake ID: 111529

Investigator: Kailash Sharma

Region/Unit #: RCS Region 2 / Unit D

Investigation Date(s): 12/20/2023 through 01/31/2024

Complainant Contact Date(s): 01/04/2024, 01/23/2024, 01/31/2024, 12/28/2023

Allegation(s):

Facility did not let resident return to facility from hospital.

Investigation Methods:

Sample:	Total residents: 64 Resident sample size: 1 Closed records sample size: 0
Observations:	General tour of the facility, staff and family interaction, staff and resident interaction, general activities of the facility.
Interviews:	Executive Director, Health Service Director, Named resident, Regional Wellness Director, Complaints, Guardian, Hospital staff. Case manager.
Record Reviews:	Characteristic Roster, Disclosure of the Service Agreement, Assessment, Negotiated Service Plan, Medication Record, Progress-Notes, Face Sheet, After Discharge Summary, Change of Condition Policy.

Investigation Summary:

Facility cooperative with investigation. Health Service Director (HSD) stated staff followed missing resident procedure per policy, notified guardian, police, and complaint resolution unit. HSD stated Named Resident (NR) independently returned to facility the next day. Facility sent NR back to hospital for evaluation. Executive Director (ED) stated facility refused to take back NR after assessment. Hospital staff stated facility refused to take NR back. Case Manager and guardian stated that facility tried to discharge NR and refused to take NR back. Facility negotiated with guardian and later allowed NR to return. Consultation issued for initial failed practice corrected.

Conclusion / Action:

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

☐ N/A