



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
PO Box 99250, Lakewood, WA 98496

Sante MC Op Co LLC
The Ridge an Encore Community
1501 NW Tower View Cir
Silverdale, WA 98383

RE: The Ridge an Encore Community # 2231

Dear Administrator:

This document references Compliance Determination 39857 (05/02/2024), which included complaint number(s) 116846.
The Department completed a complaint investigation of your Assisted Living Facility on 05/02/2024 and found that your facility does not meet the Assisted Living Facility requirements.

The department staff who did the inspection and provided consultation:

Kathy Heinz, Long Term Care Surveyor

Consultation:

WAC 388-112A-0720 What are the CPR and first-aid training requirements?

(2) Assisted living facilities.

(a) Assisted living facility administrators who provide direct care and long-term care workers must have and maintain a valid CPR and first-aid card or certificate within thirty days of their date of hire.

Personnel records showed two former and one current Assisted Living Facility (ALF) staff did not have current CPR/First Aid (CPR- cardiopulmonary) cards. The ALF held a CPR/First-Aid class on 04/24/2024 for twelve current staff.

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

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 (360)397-9556.

Sincerely,

 Jody Just Region 3 Field Services Administrator

Jody Just, Field Manager
Region 3, Unit D
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: The Ridge an Encore
Community

License/Cert.#: 2231

Compliance Determination #: 39857

Investigator: Kathy Heinz

Investigation Date(s): 04/16/2024 through 05/02/2024

Complainant Contact Date(s):

Provider Type: Assisted Living Facility

Intake ID: 116846

Region/Unit #: RCS Region 3 / Unit D

Allegation(s):

Facility staff are not trained and there are not enough staff. One staff was disrespectful to residents.

Investigation Methods:

Sample:	Total residents: 43 Resident sample size: 3 Closed records sample size:
Observations:	Dining Staff to resident interactions Resident rooms Resident care equipment care of resident
Interviews:	Administrator Power of Attorney's
Record Reviews:	Personnel files Staff patterns Staff training records care plans progress notes

Investigation Summary:

Based on observation, interview and record review, there was identified failed facility practice and a consultation was written under 388-112-0720 (2) (a). There was no evidence to support the allegation that staff disrespect residents.

Conclusion / Action:

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