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

Pacifica SL Ellensburg LLC
Pacifica Senior Living Ellensburg
818 E Mountain View Ave
Ellensburg, WA 98926

RE: Pacifica Senior Living Ellensburg License # 2376

Dear Administrator:

This letter addresses Compliance Determination(s) 37730 (Completion Date 03/05/2024) and 35746 (Completion Date 01/30/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 03/05/2024 and found no deficiencies. Your facility meets the Assisted Living Facility licensing requirements.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-78A-2510

The Department staff who did the on-site verification:
Felicia Cantu, Community Complaint Investigator

If you have any questions, please contact me at (509)208-5231.

Sincerely,

Gwin Kaercher

Gwin Kaercher, Field Manager
Region 1, Unit G
Residential Care Services

Residential Care Services
Investigation Summary Report

Provider/Facility: Pacifica Senior Living Ellensburg
License/Cert.#: 2376
Compliance Determination #: 35746
Investigator: Felicia Cantu
Investigation Date(s): 01/24/2024 through 01/30/2024
Complainant Contact Date(s):

Provider Type: Assisted Living Facility

Intake ID: 115161
Region/Unit #: RCS Region 1 / Unit G

Allegation(s):
A named staff member struck a named resident.

Investigation Methods:

Sample:	Total residents: 65 Resident sample size: 2 Closed records sample size:
Observations:	Identified resident Residents Resident rooms Facility environment Staff to resident interactions Resident to resident interactions
Interviews:	Facility staff Residents Others not associated with the facility
Record Reviews:	Characteristic roster Facility policies Incident investigation State reporting log Staff records (certifications, background checks, references, new hire paperwork) Resident records (face sheets, care plan, chart notes, assessments)

Investigation Summary:
Observations showed that the named staff member no longer worked at the facility. Other staff members were observed to treat residents safely and with respect. Interviews and record review showed that the facility responded to the allegation immediately, suspended the named staff member, did a thorough investigation, notified all entities, and placed named resident on alert charting to assess for phycological or physical harm. The investigation showed that the incident occurred, and the named staff member was terminated. The facility was unable to find

documentation that the named staff member had received required specialized training to care for the named resident. Failed practice identified. Reference Statement of Deficiencies, WAC 388-78A-2510 dated 01/30/2024.

Conclusion / Action:

- [x] 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 #: 2376	Compliance Determination #:35746
Plan of Correction	Pacifica Senior Living Ellensburg	Completion Date
Page 1 of 3	Licensee: Pacifica SL Ellensburg LLC	01/30/2024

You are required to be in compliance at all times with all licensing laws and regulations to maintain your Assisted Living Facility license.

The department completed data collection for an unannounced on-site complaint investigation on 01/24/2024 and 01/24/2024 of:

Pacifica Senior Living Ellensburg
818 E Mountain View Ave
Ellensburg, WA 98926

This document references the following complaint number(s): 115181

The following sample was selected for review during the unannounced on-site visit: 2 of 85 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Felicia Cantu, Community Complaint Investigator

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

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.

Gwin Kaercher
Residential Care Services

01/30/2024
Date

I understand that to maintain an Assisted Living Facility license, the facility must be in compliance with all the licensing laws and regulations at all times.

Statement of Deficiencies	License # 2376	Compliance Determination # 35746
Plan of Correction	Pacifica Senior Living Ellensburg	Completion Date
Page 2 of 3	Licensee: Pacifica SL Ellensburg LLC	01/30/2024

Administrator (or Representative) 02/05/2024 Date

WAC 388-78A-2510 Specialized training for dementia. The assisted living facility must ensure completion of specialized training, consistent with chapter 388-112A WAC, to serve residents with dementia, whenever at least one of the residents in the assisted living facility has a dementia that is the resident's primary special need and has symptoms consistent with dementia as assessed per WAC 388-78A-2090 (7).

This requirement was not met as evidenced by:

Based on record review and interview the Assisted Living Facility (ALF) failed to provide documentation that 1 of 2 staff members (Staff A) was certified in dementia (impaired ability to remember, think or make decisions, that interfere with daily activities, and can sometimes have combative behaviors) training. This failure resulted in residents potentially receiving cares by unqualified staff, additionally Staff A inappropriately mishandled/treated 1 of 2 Residents (Resident 1) during cares.

Findings included...

Review of Resident 1's Negotiated Service Agreement (NSA) updated 01/11/2024 showed that Resident 1 had a diagnosis of [redacted]

Review of Resident 1's incident and investigation report dated 01/18/2024 showed that Resident 1 became combative when Staff A, Caregiver was trying to provide cares for Resident 1. Staff A responded by "bopping" Resident 1 in the head with their left hand and was rough with Resident 1. Staff A expressed that they had a "lapse in judgment" in response to Resident 1 being combative with cares.

Review of Staff A's new hire records showed that they were hired on 05/17/2023

On 01/29/2024 at 9:00 AM Staff B, Administrator stated that he was unable to find documentation of certification for specialized dementia training for Staff A.

On 01/29/2024 at 12:19 PM Staff A stated that they had not received specialized dementia training by the ALF.

Plan/Attestation Statement

Administrator (or Representative) Date

WAC 388-78A-2510 Specialized training for dementia. The assisted living facility must ensure completion of specialized training, consistent with chapter 388-112A WAC, to serve residents with dementia, whenever at least one of the residents in the assisted living facility has a dementia that is the resident's primary special need and has symptoms consistent with dementia as assessed per WAC 388-78A-2090 (7).

This requirement was not met as evidenced by:

Based on record review and interview the Assisted Living Facility (ALF) failed to provide documentation that 1 of 2 staff members (Staff A) was certified in dementia (impaired ability to remember, think or make decisions, that interfere with daily activities, and can sometimes have combative behaviors) training. This failure resulted in residents potentially receiving cares by unqualified staff, additionally Staff A inappropriately mishandled/treated 1 of 2 Residents (Resident 1) during cares.

Findings included…

Review of Resident 1's Negotiated Service Agreement (NSA) updated 01/11/2024 showed that Resident 1 had a diagnosis of [redacted]

Review of Resident 1's incident and investigation report dated 01/18/2024 showed that Resident 1 became combative when Staff A, Caregiver was trying to provide cares for Resident 1. Staff A responded by "bopping" Resident 1 in the head with their left hand and was rough with Resident 1. Staff A expressed that they had a "lapse in judgment" in response to Resident 1 being combative with cares.

Review of Staff A's new hire records showed that they were hired on 05/17/2023.

On 01/29/2024 at 9:00 AM Staff B, Administrator stated that he was unable to find documentation of certification for specialized dementia training for Staff A.

On 01/29/2024 at 12:19 PM Staff A stated that they had not received specialized dementia training by the ALF.

Plan/Attestation Statement

Statement of Deficiencies	License # 2376	Compliance Determination # 35746
Plan of Correction	Pacifica Senior Living Ellensburg	Completion Date
Page 3 of 3	Licensee: Pacifica SL Ellensburg LLC	01/30/2024

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, Pacifica Senior Living Ellensburg is or will be in compliance with this law and / or regulation on (Date) 03/01/2024

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

Administrator (or Representative)

02/06/2024
Date

We were able to locate the requested certifications for Mental Health and Dementia on the Jan 31st in the nurses' office. The Training was conducted on 7/25 and 7/27 of 2023 by our former director of Nursing, Jamie Harper. We are correcting this issue by assuring all training certificates or in employee files.

Brian Sorenson