



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
800 NE 136th Ave Ste 200, Vancouver, WA 98684

Lacey Special Care Community LLC
The Cottages at Lacey
8570 Martin Way E
Lacey, WA 98516

RE: The Cottages at Lacey License # 2443

Dear Administrator:

This letter addresses Compliance Determination(s) 31305 (Completion Date 10/17/2023) and 27799 (Completion Date 08/09/2023).

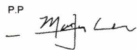
The Department completed a follow-up inspection of your Assisted Living Facility on 10/17/2023 and found no deficiencies. Your facility meets the Assisted Living Facility licensing requirements.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-78A-2350-1

The Department staff who did the on-site verification:
Phan Pham, Nurse Surveyor

If you have any questions, please contact me at (253)254-3190.

Sincerely,

P.P.


Cory Cisneros, Field Manager
Region 3, Unit E
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: The Cottages at Lacey **Provider Type:** Assisted Living Facility
License/Cert.#: 2443
Compliance Determination #: 27799 **Intake ID:** 91767
Investigator: Phan Pham **Region/Unit #:** RCS Region 3 / Unit E
Investigation Date(s): 08/08/2023 through 08/09/2023
Complainant Contact Date(s):

Allegation(s):

- 1) Admission and discharge - The resident allegedly was kept in the assisted living facility longer than he had anticipated.
 - 2) Quality of care - Staff members allegedly were not with the resident 24/7 to prevent falls and the resident had not seen a physician since he had been in the assisted living facility.
 - 3) Dietary services - The resident alleged he had received very little to eat and had sustained weight loss.
-

Investigation Methods:

Sample:	Total residents: 50 Resident sample size: 3 Closed records sample size: 1
Observations:	Residents, environment, staff interactions with residents, staff members providing care and services, dietary services, infection control practice, and safety measures.
Interviews:	Residents, staff members, administrative and members not associated with the facility.
Record Reviews:	Sampled residents and incident reports.

Investigation Summary:

An on-site investigation was conducted, and the concerns related to 1) Admission and discharge, 2) quality of care and treatments, and 3) dietary services were reviewed. 1) The resident had diagnoses including [REDACTED] and it was determined the resident was safe at the assisted living facility. 2) The assisted living facility failed to assist the resident coordinate a follow-up appointment with external health care provider in a timely manner consistent with the resident's negotiated service agreement. 3) The resident reported no concerns related to not receiving sufficient amount of food to eat and record showed the resident did not sustain weight loss. Additional residents reviewed for admission and discharge, dietary services, care and services, and safety had no concerns.

Conclusion / Action:

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

DSHS RCS REG. 3
VANCOUVER

AUG 28 2023

RECEIVED



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
800 NE 136th Ave Ste 200, Vancouver, WA 98684

Statement of Deficiencies License #: 2443 Compliance Determination # 27799
Plan of Correction The Cottages at Lacey Completion Date
Page 1 of 3 Licensee: Lacey Special Care Community LLC 08/09/2023

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 08/08/2023, 08/08/2023 and 08/08/2023 of:

The Cottages at Lacey
8570 Martin Way E
Lacey, WA 98516

This document references the following complaint number(s): 89851, 91767

The following sample was selected for review during the unannounced on-site visit: 3 of 50 current residents and 1 former residents.

The department staff that investigated the Assisted Living Facility:

Phan Pham, Nurse Surveyor

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3, Unit E
800 NE 136th Ave Ste 200
Vancouver, WA 98684

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.

Cory Cisneros
Residential Care Services

08/15/2023
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 #: 2443	Compliance Determination # 27799
Plan of Correction	The Cottages at Lacey	Completion Date
Page 2 of 3	Licensee: Lacey Special Care Community LLC	08/09/2023


Administrator (or Representative)

8/24/23
Date

WAC 388-78A-2350 Coordination of health care services.

(1) The assisted living facility must coordinate services with external health care providers to meet the residents' needs, consistent with the resident's negotiated service agreement.

This requirement was not met as evidenced by:

Based on observation, interview and record review, the assisted living facility failed to assist one of three sampled residents (Resident 1) coordinate a follow-up appointment with external health care provider in a timely manner consistent with the resident's negotiated service agreement. This failure placed the resident at risk for not receiving the necessary care and treatment the resident required.

Findings included...

Review of Resident 1's (R1) face sheet showed the resident was admitted to the facility on [REDACTED]/2023 with diagnoses including [REDACTED].

Review of R1's resident negotiated care plan, dated [REDACTED]/2023, documented R1 was able to communicate his needs. The resident required staff assistance to coordinate care with his physician and/or outside providers.

In an interview and observation on 08/08/2023 at 10:25 AM, R1 was observed sitting on a chair in the living room and neatly groomed. R1 said he was not able to recall the last time he saw his physician.

Review of the hospital discharge summary, dated [REDACTED]/2023, documented R1 needed to have his blood tested and a follow-up appointment with R1's primary care provider in one week.

During an interview on 08/09/2023 at 3:17 PM, Staff A, Director of Nursing Services, said R1 required assistance to coordinate follow-up appointments with his primary care physician. Staff A stated staff members were responsible for assisting R1 to coordinate follow-up appointments and ensure the resident was seen in a timely manner. Staff A said there was some misunderstanding, and R1 did not see his primary care physician until 07/19/2023.

Plan/Attestation Statement

Statement of Deficiencies	License #: 2443	Compliance Determination # 27799
Plan of Correction	The Cottages at Lacey	Completion Date
Page 3 of 3	Licensee: Lacey Special Care Community LLC	08/09/2023

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, The Cottages at Lacey is or will be in compliance with this law and / or regulation on (Date) 9/23/23.

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



Administrator (or Representative)

8/24/23

Date