



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

Passionate Care Center LLC
Passionate Care Center
321 S 116th St
Tacoma, WA 98444

RE: Passionate Care Center # 2450

Dear Administrator:

This document references Compliance Determination 36943 (03/05/2024), which included complaint number(s) 115339, 118968.
The Department completed a complaint investigation of your Assisted Living Facility on 03/05/2024 and found that your facility does not meet the Assisted Living Facility requirements.

The department staff who did the inspection and provided consultation:

Lisa Mason, NCI ALF Licenser

Consultation:

WAC 388-78A-3090 Maintenance and housekeeping.

- (1) The assisted living facility must:
- (c) Keep facilities, equipment and furnishings clean and in good repair; and

Observed multiple resident bathrooms in need of significant repair. At the time of the investigation there was an active plan and repairs had started.

You Must:

- Begin the process of correcting the deficiency or deficiencies immediately; and

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

- 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)442-3013.

Sincerely,



Manfay Chan, Field Manager
Region 3, Unit D
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: Passionate Care Center **Provider Type:** Assisted Living Facility
License/Cert.#: 2450
Compliance Determination #: 36943 **Intake ID:** 115339
Investigator: Lisa Mason **Region/Unit #:** RCS Region 3 / Unit D
Investigation Date(s): 02/15/2024 through 03/05/2024
Complainant Contact Date(s):

Allegation(s):

- 1- Residents look disheveled, they're not bathed
 - 2- Medications inconsistent
 - 3- Environment is not a clean home like setting
-

Investigation Methods:

Sample:	Total residents: Resident sample size: 2 Closed records sample size:
Observations:	Residents Resident rooms
Interviews:	Residents Nursing staff
Record Reviews:	Medical records Maintenance logs

Investigation Summary:

- 1- Residents dressed appropriately.
 - 2- Medication system reviewed and met regulations.
 - 3- Facility currently updating bathrooms. Maintenance records indicate ongoing upkeep.
- Interviewed resident sample had no concerns regarding care, services and/ or medication concerns.
Consult 388-78A-3090(1)(c) Maintenance and housekeeping
-

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: Passionate Care Center **Provider Type:** Assisted Living Facility
License/Cert.#: 2450
Compliance Determination #: 36943 **Intake ID:** 118968
Investigator: Lisa Mason **Region/Unit #:** RCS Region 3 / Unit D
Investigation Date(s): 02/15/2024 through 03/05/2024
Complainant Contact Date(s):

Allegation(s):

- 1- Bathrooms--upstairs is only working shower. Bathtub room with a big hole above the faucet and no rails. The toilets are in poor condition.
 - 2- Beds that are on the floor that don't meet any human standard.
 - 3- Pest control not by a pest company
 - 4- Medications not given appropriately and narcotics not double locked and no records.
 - 5- Resident care plans not updated.
 - 6- Residents have old raggedy clothes.
 - 7- Their residence is less than home like."
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Investigation Methods:

Sample:	Total residents: Resident sample size: 2 Closed records sample size:
Observations:	Residents Resident rooms Medication administration
Interviews:	Nursing staff Residents
Record Reviews:	Medical records Maintenance logs

Investigation Summary:

- 1- Observation noted downstairs has full handicapped accessible working shower, bathtub room in current process of repair. Toilets in the three observed bathrooms in working order.
 - 2- No noted beds on the floor in resident sampled rooms.
 - 3- Pest control by the facility met regulations.
 - 4- Medication system reviewed and met regulations.
 - 5- Resident sampled had current care plans.
 - 6- Resident dressed appropriately.
 - 7- Facility currently updating bathrooms.
- Interviewed resident sample had no concerns regarding care, services or medications.

Conclusion / Action:

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