STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
8517 E Trent Ave, Ste 102, Spokane Valley, WA 99212

PSL Associates, LLC
North Point Village, Assisted Living & Memory Care
1110 E Westview Ct
Spokane, WA 99218

RE: North Point Village, Assisted Living & Memory Care License # 2479

Dear Administrator:

This letter addresses Compliance Determination(s) 39290 (Completion Date 04/03/2024) and 36544 (Completion Date 02/09/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 04/03/2024 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-2160

The Department staff who did the on-site verification:
Carla Rose, NCI Community Licensor
Patty Ford, LTC Surveyor

If you have any questions, please contact me at (509)993-7821.

Sincerely,

Stephanie Jenks, Field Manager
Region 1, Unit B
Residential Care Services

Residential Care Services
Investigation Summary Report

Provider/Facility: North Point Village, Assisted Living & Memory Care
Provider Type: Assisted Living Facility
License/Cert.#: 2479
Intake ID: 116184
Compliance Determination #: 36544
Region/Unit #: RCS Region 1 / Unit B
Investigator: Carla Rose
Investigation Date(s): 02/07/2024 through 02/09/2024
Complainant Contact Date(s):

Allegation(s):
Resident fall with injury

Investigation Methods:

Sample:	Total residents: 94 Resident sample size: 6 Closed records sample size: 0
Observations:	Named resident Residents Staff to resident interactions Resident rooms
Interviews:	Named resident Sampled residents Collateral contact Staff Health and wellness director Administrator
Record Reviews:	Resident records Incident investigation Staff training records Facility policies

Investigation Summary:
Review of the facility's investigation showed a resident was left unattended, had a fall, and sustained three broken ribs. Through interview and record review, the named resident was identified and sampled with other residents with similar needs/care issues. Interview with named resident confirmed they had a fall with injury and had complaints of pain. The named resident's negotiated service agreement documented the need for services to include stand by assistance with bathing and dressing/undressing, which the provider failed to provide as agreed upon. Deficient practice was identified and cited under WAC 388-78A-2160 Implementation of Negotiated Services agreement.

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 #: 2479	Compliance Determination # 36544
Plan of Correction	North Point Village, Assisted Living & Memory Care	Completion Date
Page 1 of 3	Licensee: PSL Associates, LLC	02/09/2024

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 02/07/2024 and 02/09/2024 of:

North Point Village, Assisted Living & Memory Care
1110 E Westview Ct
Spokane, WA 99218

This document references the following complaint number(s): 116184, 116090, 115824, 115767

The following sample was selected for review during the unannounced on-site visit: 6 of 94 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Carla Rose, NCI Community Licensor
Patty Ford, LTC Surveyor

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 1 , Unit B
8517 E Trent Ave, Ste 102
Spokane Valley, WA 99212

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.

S. Yn

Residential Care Services

02/14/2024

Date

Statement of Deficiencies	License #: 2479	Compliance Determination # 36544
Plan of Correction	North Point Village, Assisted Living & Memory Care	Completion Date
Page 2 of 3	Licensee: PSL Associates, LLC	02/09/2024

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.

Administrator (or Representative) — Date: 2/10/24

WAC 388-78A-2160 Implementation of negotiated service agreement. The assisted living facility must provide the care and services as agreed upon in the negotiated service agreement to each resident unless a deviation from the negotiated service agreement is mutually agreed upon between the assisted living facility and the resident or the resident's representative at the time the care or services are scheduled.

This requirement was not met as evidenced by:

Based on observation, interview, and record review, the facility failed to ensure a caregiver followed fall precautions outlined on the negotiated service agreement for 1 of 6 sampled residents (Resident 1). This failed practice resulted in Resident 1 sustaining a fall with injury.

Findings included...

Review of Resident 1's Negotiated Service Plan (NSP, the facility's titled negotiated service agreement), dated 01/11/2024, showed Resident 1 was required to have a one person stand by assist (SBA) with transfers in and out of the shower and required staff to remain in Resident 1's room until the dressing/undressing process had been completed. Further review showed that Resident 1 was diagnosed with [redacted].

Review of an Internal Incident Report, dated 01/23/2024, showed that Resident 1 had a fall on 01/23/2024. Review of the report showed that after Resident 1's shower, Staff A, Assisted Living Care Partner, left the resident alone in the bathroom for 30 seconds while Staff A left to answer the cottage doorbell. The report showed that when Staff A returned from answering the door, they found Resident 1 laying on the shower floor complaining of pain on their right side. The incident report further stated that Resident 1 had no clothes or shoes on due to completing a shower and was transported to the hospital via ambulance service.

Review of a progress note, dated 01/23/2024, showed that Resident 1 returned to the facility the same day of the fall with a discharge diagnosis of [redacted].

Observation during an unannounced visit to the assisted living facility on 02/07/2024 at 1:50 PM, showed Resident 1 resided in the memory care cottage of the facility. In an

Statement of Deficiencies	License #: 2479	Compliance Determination # 36544
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interview at that time, Resident 1 complained of pain around their rib area.

In an interview on 02/08/2024 at 8:57 AM, Collateral Contact 1 (CC1), stated that Resident 1 was dependent on staff for care, including assistance with dressing and grooming, bathing, and bathroom assistance. CC1 further stated that Resident 1 had a history of falls recently at the facility.

In an interview on 02/08/2024 at 10:59 AM, Staff A stated they showered Resident 1, transferred Resident 1 out of the shower, and then had Resident 1 hold on to a metal rail. Staff A stated they left the resident unattended for 30 seconds to answer the cottage door to let visitors in and that "looking back, it wasn't a good idea." Staff A stated that when they returned, Resident 1 was laying on the tile floor complaining of pain. Staff A stated that Resident 1 told them they had fallen on the floor.

Plan/Attestation Statement

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, North Point Village, Assisted Living & Memory Care is or will be in compliance with this law and / or regulation on (Date) ~~4/30/24~~ 3/25/24

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

Administrator (or Representative) — Date: 2/10/24