



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

Grand Park, LLC
Grand Park, LLC
242 St Helens Ave
Tacoma, WA 98402

RE: Grand Park, LLC # 2603

Dear Administrator:

This document references Compliance Determination 31109 (11/09/2023), which included complaint number(s) 92935, 95912, 98032, 99625, 99706.
The Department completed a complaint investigation of your Assisted Living Facility on 11/09/2023 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-2600 Policies and procedures.

(2) The assisted living facility must develop, implement and train staff persons on policies and procedures to address what staff persons must do:

(a) Related to suspected abandonment, abuse, neglect, exploitation, or financial exploitation of any resident;

The facility staff removed personal belongings from a discharged residents apartment before the resident representative completed sorting them. The facility added a new policy for discharged residents belongings and made monetary restitution to the resident representative

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:

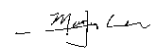
- Request an **Informal Dispute Resolution (IDR)** review within 10 working days after you receive this letter. Your IDR request **must** include:
 - o What specific deficiency or deficiencies you disagree with;
 - o Why you disagree with each deficiency; and
 - o Whether you want an IDR to occur in-person, 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 (253)442-3013.

Sincerely,



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



Residential Care Services Investigation Summary Report

Provider/Facility: Grand Park, LLC

Provider Type: Assisted Living Facility

License/Cert.#: 2603

Compliance Determination #: 31109

Intake ID: 99625

Investigator: Lisa Mason

Region/Unit #: RCS Region 3 / Unit D

Investigation Date(s): 10/16/2023 through 11/09/2023

Complainant Contact Date(s): 11/15/2023

Allegation(s):

Deceased resident belongings discarded by facility.

Investigation Methods:

Sample:	Total residents: Resident sample size: 2 Closed records sample size: 1
Observations:	Residents Activities
Interviews:	Resident Representative Administrator
Record Reviews:	Incident investigation

Investigation Summary:

Interview with Administrator said the facility determined there was an issue when staff discarded items left in a apartment of a deceased resident. Administrator interview said the facility policy was to install a lock cover system to prevent unauthorized access to a residents room and the apartment had the system in place. The facility responded to the incident and now have a policy in place to prevent similar issues. The facility planned to reimburse the resident representative on an agreed amount.

Consultation--WAC 388-78A-2600(2)(a) Policy and Procedures.

Conclusion / Action:

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