



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

Greenlake Management Ocean Shores, LLC
Ocean Shores Assisted Living
4441 W. Airport FWY Ste 160
Irving, TX 75062

RE: Ocean Shores Assisted Living License # 2615

Dear Administrator:

This letter addresses Compliance Determination(s) 30948 (Completion Date 10/11/2023) and 25588 (Completion Date 07/05/2023).

The Department completed a follow-up inspection of your Assisted Living Facility on 10/11/2023 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-2160

The Department staff who did the on-site verification:
Paul Aube, ALF NCI
Pamela Horlick, NCI RN Complaint Investigator

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

Sincerely,

Cory Cisneros

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



Residential Care Services Investigation Summary Report

Provider/Facility: Ocean Shores Assisted Living

License/Cert. #: 2615

Compliance Determination #: 25588

Investigator: Paul Aube

Investigation Date(s): 06/20/2023 through 07/05/2023

Complainant Contact Date(s):

Provider Type: Assisted Living Facility

Intake ID: 86562

Region/Unit #: RCS Region 3 / Unit E

Allegation(s):

1. Quality of Life: Anonymous report of facility failing to provide toilet paper to residents in the community for 2 weeks.
2. Quality of Care/Treatment: Anonymous report of facility failing to provide toilet paper to residents in the community for 2 weeks.

Investigation Methods:

Sample:	Total residents: 54 Resident sample size: 4 Closed records sample size: 0
Observations:	Identified resident Residents Dining Resident rooms Staff to resident interactions Resident to resident interactions
Interviews:	Identified resident Nursing staff Residents Management
Record Reviews:	Medical records Incident investigation Facility policies Care Plans Progress Notes Maintenance Log Admission Agreements Disclosure of Services Supply Invoices

Investigation Summary:

1. Quality of Life: Facility observed to have toilet paper in communal, and private bathrooms. Unable to substantiate claims.

2. Quality of Care/Treatment: Facility observed to have toilet paper in communal, and private bathrooms. Unable to substantiate claims. Resident reported housekeeping services not provided per agreement. Validated per staff interviews. Failed practice identified.

Conclusion / Action:

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



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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 #: 2615	Compliance Determination # 25588
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 1 of 3	Licensee: Greenlake Management Ocean Shores, LLC	07/05/2023

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 06/20/2023 and 07/05/2023 of:

Ocean Shores Assisted Living
1020 Catala Avenue SE
Ocean Shores, WA 98569

This document references the following complaint number(s): 83441, 86818, 86562

The following sample was selected for review during the unannounced on-site visit: 4 of 54 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Paul Aube, ALF NCI

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

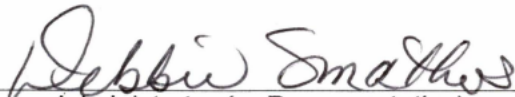
As a result of the on-site visit(s), the department found that you are not in compliance with the licensing laws and regulations as stated in the cited deficiencies in the enclosed report.

Cory Cisneros
Residential Care Services

07/11/2023
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.

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


Administrator (or Representative)

7/18/23
Date

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, record review, and interview, the facility failed to provide care and services as agreed upon in the Residency Agreement to 1 of 1 sample resident, (Resident 1, (R1)) reviewed. This failure caused R1 to not receive agreed upon services, and placed R1 at risk of a decreased quality of life.

Findings included...

Review of R1's face sheet showed that the resident was admitted to the facility on [REDACTED]/2021.

Review of R1's Admission Agreement, last reviewed on 02/10/2023, under "Section C: Housekeeping," it stated, "We will provide weekly housekeeping services in your apartment, including daily trash removal in order to provide a safe, clean and comfortable environment for you."

Observation of R1's room on 06/30/2023 at 12:55PM showed the room to be to be unclean, and cluttered. R1's carpets were dirty and unvacuumed, with trash and debris scattered throughout the floor. Clothing was scattered on the bed, floor, and hanging over other furniture. The garbage can was full.

During an interview with R1 on 06/30/2023 at 12:57PM, R1 stated that their room was not cleaned this week. R1 stated that their room was supposed to be cleaned once a week on Wednesdays. R1 stated that this week (06/28/2023), the housekeeper was unavailable to clean their room. R1 was asked if housekeeping would be able to make-up the missed cleaning, and R1 stated, "There is no way [Staff B, housekeeper] can get to me, there are so many other people they clean for." R1 stated that this bothered them, and when they asked staff about their room, they were notified that they would have to wait until the following week until it could be thoroughly cleaned again.

During an interview with Staff B, housekeeper, on 06/30/2023 at 1:07PM, when Staff B was

asked if they were unable to complete the cleaning of R1's room on Wednesday, 06/28/2023, Staff B confirmed that R1's room was supposed to be cleaned on Wednesday. Staff B also confirmed that last Wednesday, 06/28/2023, they had to leave the facility which resulted in R1's room not being cleaned. When asked the process of ensuring missed resident rooms would be cleaned, Staff B stated that they are the only housekeeper. Staff B stated that they do not have adequate help, and due to the amount of resident rooms they are required to clean per day (10 rooms per day), they would not be able to fit the missed cleaning in their schedule. Staff B stated that the missed resident rooms were cleaned the following week, on their scheduled day.

During an interview with Staff A, the Resident Care Coordinator, on 06/30/2023 at 1:32PM, when asked what happens if housekeeping was not able to get to a scheduled resident room cleaning, Staff A stated, "The [caregivers] will go in there and collect dirty laundry and straighten up. They will clean the toilet and clean up the floors, but they will not vacuum. They get the garbage and the bedding, but they are not doing any deep cleaning. Then when the housekeeper comes back in, they clean up afterwards." When Staff A was asked when that cleaning by the housekeeper occurred, Staff A stated, "Usually, the next day [they] would do that." Staff A was notified that per Staff B's interview, they reported not being able to fit in any extra cleanings as their schedule was already full at 10 room cleanings per day. Staff A confirmed that this was true, and that the resident's room more likely than not would not get cleaned until the following week.

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, Ocean Shores Assisted Living is or will be in compliance with this law and / or regulation on (Date) 8/19/23.

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

Debbi Smathers
Administrator (or Representative)

7/18/23
Date