



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
8517 E Trent Ave, Ste 102, Spokane Valley, WA 99212

05/04/2026

Cherrywood Care LLC
Cherrywood Care
100 E Dalke Ave
Spokane, WA 99208

RE: Cherrywood Care # 2751

Dear Administrator:

This letter addresses deficiencies occurring in the report(s) for: Compliance Determination(s) 76407 (Completion Date 05/04/2026) and 73374 (Completion Date 03/06/2026).

The Department completed a follow-up inspection of your Assisted Living Facility on 05/04/2026 and found no deficiencies.

The Department found that deficiencies for the following licensing laws and regulations were corrected:

WAC 388-78A-2950 Water supply. The assisted living facility must:

- (5) Provide hot and cold water under adequate pressure readily available throughout the assisted living facility;
- (6) Provide all sinks in resident rooms, toilet rooms and bathrooms, and bathing fixtures used by residents with hot water between 105 F and 120 F at all times; and

The Department staff who did the On Site verification:
Sandra Fast, Community Complaint Investigator

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

Sincerely,

Stephanie Jenks, Community Field Manager
Region 1, Unit B

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



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
8517 E Trent Ave, Ste 102, Spokane Valley, WA 99212

Statement of Deficiencies	License #: 2751	Compliance Determination # 73374
Plan of Correction	Cherrywood Care	Completion Date
Page 1 of 3	Licensee: Cherrywood Care LLC	03/06/2026

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 follow-up on 02/24/2026 of:

Cherrywood Care
100 E Dalke Ave
Spokane, WA 99208

This document references the following SOD dated: 03/06/2026

The following sample was selected for review during the unannounced on-site visit: 5 of 46 current residents and 0 former residents.

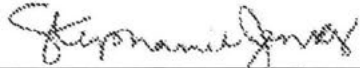
The department staff that inspected the Assisted Living Facility:

Sandra Fast, Community Complaint Investigator

From:
DSHS, Home and Community Living Administration
Residential Care Services, Region 1, Unit B
8517 E Trent Ave, Ste 102
Spokane Valley, WA 99212

Statement of Deficiencies	License #: 2751	Compliance Determination # 73374
Plan of Correction	Cherrywood Care	Completion Date
Page 2 of 3	Licensee: Cherrywood Care LLC	03/06/2026

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.


Residential Care Services

03/12/2026

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.


Administrator (or Representative)

3/17/2026
Date

WAC 388-78A-2950 Water supply. The assisted living facility must:

- (5) Provide hot and cold water under adequate pressure readily available throughout the assisted living facility;
- (6) Provide all sinks in resident rooms, toilet rooms and bathrooms, and bathing fixtures used by residents with hot water between 105 F and 120 F at all times; and

This requirement was not met as evidenced by:

Based on observation and interview, the facility failed to maintain water temperatures between 105 and 120 degrees Fahrenheit for 4 out of 5 residents (Residents 1, 2, 3, and 5). These failures resulted in water temperatures that ranged outside of requirements and placed the residents at risk for skin injury and a decreased quality of life.

Findings included...

Observation on 02/24/2026 at 12:03 PM, showed that Resident 5's hot water reached 125 degrees Fahrenheit (F) after 45 seconds.

Observation on 02/24/2026 at 12:10 PM, showed that Resident 2's hot water reached 125.6 degrees F after 55 seconds.

Observation on 02/24/2026 at 12:40 PM, showed that Resident 3's hot water reached 101.8 degrees F after running for 10 minutes.

Observation on 02/24/2026 at 1:11 PM, showed that Resident 1's hot water reached a temperature of 102 degrees F after running for 10 minutes.

Statement of Deficiencies	License #: 2751	Compliance Determination # 73374
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In an interview on 02/24/2026 at 12:25 PM, Resident 1 stated that the hot water was terrible. The resident stated that it took about 20 minutes of running the hot water to get it warm enough to take a shower.

In an interview on 02/24/2026 at 12:40 PM, Resident 3 stated that the hot water was never hot enough. The resident stated that they had to run their hot water for five to 10 minutes to be able to shower. The resident stated that the water only got warm, never hot. The resident stated that they had to use their microwave to heat their water.

In an interview on 02/24/2026 at 11:45 AM, Staff A, Executive Director, stated that one of the facility's two hot water tanks was not heating water. Staff A stated that the non-functioning hot water tank supplied the west end of the building.

In an interview on 02/24/2026 at 12:10 PM, Staff B, Maintenance Director, stated that it was a struggle to have enough hot water for residents in the mornings. Staff B stated that most of the facility's residents took showers in the morning. Staff B stated that the building's east end water heater was supplying hot water for the entire building.

This is an uncorrected deficiency previously cited on 01/08/2026.

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, Cherrywood Care is or will be in compliance with this law and / or regulation on (Date) 03/10/2026.

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



Administrator (or Representative)

03/10/2026

Date



Residential Care Services Investigation Summary Report

Provider/Facility: Cherrywood Care

Provider Type: Assisted Living Facility

License/Cert.#: 2751

Compliance Determination #: 70151

Intake ID: 204079

Investigator: Sandra Fast

Region/Unit #: RCS Region 1 / Unit B

Investigation Date(s): 12/16/2025 through 01/08/2026

Complainant Contact Date(s): 01/12/2026, 12/16/2025

Allegation(s):

1. Water temperatures for resident use were not at comfortable levels.
2. The facility's food did not taste good and was not at acceptable temperatures.

Investigation Methods:

Sample:	Total residents: 50 Resident sample size: 4 Closed records sample size: 0
Observations:	Residents Dining Resident rooms Staff to resident interactions Food server.
Interviews:	Identified resident Residents Maintenance staff Kitchen staff Administrative staff Food server
Record Reviews:	Medical records Facility policies Personnel files Staff training records Staff patterns Maintenance logs

Investigation Summary:

1. A kitchen staff observed was serving food from a steam table in the facility's kitchen. The food observed was at acceptable temperatures, palatable and in sufficient quantity. All sampled residents interviewed stated that the hot foods were hot enough and the cold foods were sufficiently chilled. The residents stated that they had no concerns regarding the flavor of the food served. The kitchen staff interviewed stated that the food temperatures were taken prior to leaving the main kitchen, and when it is placed on the steam table line in the facility's kitchen. The

food temperature log reviewed showed that the foods met required parameters. No failed facility practice was found.

2.Observation, interview and record review showed that the facility's water temperatures in resident areas did not meet required parameters. A citation was issued based on Washington Administrative Code (WAC) 388-78a-2950(5)(6).

Conclusion / Action:

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



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

Statement of Deficiencies	License #: 2751	Compliance Determination # 70151
Plan of Correction	Cherrywood Care	Completion Date
Page 1 of 4	Licensee: Cherrywood Care LLC	01/08/2026

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 12/16/2025 of:

Cherrywood Care
100 E Dalke Ave
Spokane, WA 99208

This document references the following complaint number(s): 204079

The following sample was selected for review during the unannounced on-site visit: 4 of 50 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Sandra Fast, Community Complaint Investigator

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

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

01.13.2026 09:56:17

State of Washington

5/8

Statement of Deficiencies	License # 2781	Compliance Determination # 70151
Plan of Correction	Cherrywood Care	Completion Date
Page 2 of 4	Licensee: Cherrywood Care LLC	01/08/2026

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.



Residential Care Services

01/13/2026

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.



Administrator (or Representative)

01/15/2026

Date

WAC 388-78A-2950 Water supply. The assisted living facility must:

- (5) Provide hot and cold water under adequate pressure readily available throughout the assisted living facility;
- (5) Provide all sinks in resident rooms, toilet rooms and bathrooms, and bathing fixtures used by residents with hot water between 105 F and 120 F at all times; and

This requirement was not met as evidenced by:

Based on observation, interview and record review, the facility failed to maintain water temperatures between 105 and 120 degrees Fahrenheit at for 3 out 4 residents (Residents 2, 3 and 4) and in 11 of 11 facility rooms (Rooms 101, 102, 103, 104, 106, 108, 201, 202, 210, 302, and 303) sampled for water temperatures. These failures resulted in water temperatures that ranged outside of requirements and placed the residents at risk for skin injury and a decreased quality of life.

Findings included...

Record review of a facility document titled "Temperatures -- October 2025 to January 2026," showed the following:

On 11/01/2025, the following rooms and water temperatures were recorded:

- Room 106 -- 103 degrees F, Room 108 -- 102 degrees F, Room 104 -- 101 degrees F, and Room 101 -- 104 degrees F.

On 11/12/2025, the following rooms and water temperatures were recorded:

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

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.

Residential Care Services

Date

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Administrator (or Representative)

Date

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- (5) Provide hot and cold water under adequate pressure readily available throughout the assisted living facility;
- (6) Provide all sinks in resident rooms, toilet rooms and bathrooms, and bathing fixtures used by residents with hot water between 105 F and 120 F at all times; and

This requirement was not met as evidenced by:

Based on observation, interview and record review, the facility failed to maintain water temperatures between 105 and 120 degrees Fahrenheit at for 3 out 4 residents (Residents 2, 3 and 4) and in 11 of 11 facility rooms (Rooms 101, 102, 103, 104, 105, 106, 201, 202, 219, 302, and 303) sampled for water temperatures. These failures resulted in water temperatures that ranged outside of requirements and placed the residents at risk for skin injury and a decreased quality of life.

Findings included...

Record review of a facility document titled "Temperatures – October 2025 to January 2026," showed the following:

On 11/01/2025, the following rooms and water temperatures were recorded:

- Room 106 – 103 degrees F, Room 105 – 102 degrees F, Room 104 – 101 degrees F, and Room 101 – 104 degrees F.

On 11/12/2025, the following rooms and water temperatures were recorded:

- Room 103 – 96 degrees F, room 102 – 96 degrees F, Room 203 – 95 degrees F, Room 202 – 96 degrees F, Room 303 – 96 degrees F, and Room 302 - 95 degrees F.

On 12/22/2025 the following rooms and water temperatures were recorded:

- Room 201 - 102 degrees Fahrenheit (F) and Room 219 - 104 degrees F.

Observation on 12/16/2025 at 11:04 AM, showed that the water in room [REDACTED] (Resident 4's room) ran for seven minutes before reaching a temperature of 105 degrees F.

Observation on 12/16/2025 at 11:21 AM, showed that the water in room [REDACTED] (Resident 2's room) reached a temperature of 124 degrees F after it ran for 20 seconds.

Observation on 12/16/2025 at 11:24 AM, showed that the water in room [REDACTED] (Resident 3's room) reached a temperature of 129 degrees F after it ran for 20 seconds.

In an interview on 12/16/2025 at 10:57 AM, Staff A, Executive Director, stated that the hot water source was on the East side of the building and ran to the West side. Staff A stated that residents on the West side of the building were instructed to wait longer for the water to reach an acceptable temperature. Staff A stated that when the water temperature was increased for the west side of the building, the east side of the building's water temperatures were scalding (extremely hot).

In an interview on 12/16/2025 at 11:04 AM, Staff B, Maintenance Director, stated that the duration it took for the water to reach minimum temperature would take longer if no one had run the hot water for an extended period.

In an interview on 12/16/2025 at 11:21 AM, Resident 2 stated that their room's water was really hot and they needed to add cold water to reach a comfortable temperature.

In an interview on 12/16/2025 at 12:00 PM, Resident 3 stated that their water was really cold at night and they were unable to shower. The resident stated that administration told them to wait five to ten minutes for the water to reach a comfortable temperature. The resident stated that they did not want to wait that long.

In an interview on 12/16/2025 at 12:29 PM, Resident 4 stated that the length of time it took for their water to reach a comfortable temperature varied depending on the time of day. The resident stated that it took extended periods of time if laundry was being done or other residents were showering.

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State of Washington

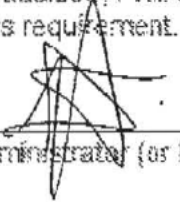
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Statement of Deficiencies	License #: 2751	Compliance Determination # 70151
Plan of Correction	Cherrywood Care	Completion Date
Page 4 of 4	Licensee: Cherrywood Care LLC	01/08/2026

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, Cherrywood Care is or will be in compliance with this law and / or regulation on (Date) 2/22/2026.

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



Administrator (or Representative)1/15/2026

Date

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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, Cherrywood Care is or will be in compliance with this law and / or regulation on (Date)_____.

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

Administrator (or Representative)

Date