



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

Providence Health & Services - Washington
HERITAGE HOUSE AT THE MARKET
1533 WESTERN AVE
SEATTLE, WA 98101

RE: HERITAGE HOUSE AT THE MARKET License # 919

Dear Administrator:

This letter addresses Compliance Determination(s) 46675 (Completion Date 09/05/2024) and 41844 (Completion Date 07/09/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 09/05/2024 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-2420-1, WAC 388-78A-2420-4

The Department staff who did the on-site verification:
Michelle Mcglon, Nursing Consultant Institutional

If you have any questions, please contact me at (253)312-1446.

Sincerely,



Jamie Singer, Field Manager
Region 2, Unit J
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: HERITAGE HOUSE AT THE MARKET
Provider Type: Assisted Living Facility

License/Cert. #: 919

Intake ID: 124529

Compliance Determination #: 41844

Region/Unit #: RCS Region 2 / Unit J

Investigator: Michelle Mcglon

Investigation Date(s): 05/28/2024 through 07/09/2024

Complainant Contact Date(s):

Allegation(s):

1. The Assisted Living Facility (ALF) annihilated the Named Resident (NR)'s moral code.
 2. The ALF kitchen staff did not approach the NR, when coming to the dining room prior to closing time.
 3. The ALF kitchen staff told the NR to wait for food, then told the dining room was closed.
 4. The ALF staff threw away the NR's paperwork for a referral to specialist for poor vision.
-

Investigation Methods:

Sample:	Total residents: 45 Resident sample size: 2 Closed records sample size:
Observations:	Identified resident Residents Resident rooms Staff to resident interactions
Interviews:	Identified resident Residents Executive Director Primary Care Physician
Record Reviews:	State reporting log Resident Records

Investigation Summary:

1. In an interview, the Executive Director (ED) stated that the ALF has not been negative to the NR. Sampled residents reported no concerns with their rights being violated. No failed practice identified.
2. Observation showed signs notifying the residents of the dining opening and closing times for each meal. The ED reported that the times were posted for residents to know when the last call to order a meal. The ED reported that the kitchen staff would serve the residents until the last call. No failed practice identified.
3. The NR could not provide a date that this had occurred. Record review showed that

the NR had eaten in the dining room. The ALF staff reported seeing the NR in the dining room during meal times. No failed practice identified.

4. In an interview, the NR's Primary Care Physician (PCP) stated that the resident had received multiple referrals to an Ophthalmologist and declined the recommended care and services. Record review showed the ALF had retained the referrals to specialist in the NR's chart. No failed practice identified.

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: HERITAGE HOUSE AT THE MARKET
Provider Type: Assisted Living Facility

License/Cert. #: 919

Intake ID: 132070

Compliance Determination #: 41844

Region/Unit #: RCS Region 2 / Unit J

Investigator: Michelle Mcglon

Investigation Date(s): 05/28/2024 through 07/09/2024

Complainant Contact Date(s):

Allegation(s):

1. The Named Resident (NR) had surgery, resulting in blindness.
2. The NR was being isolated and not having medical needs met at the Assisted Living Facility (ALF)

Investigation Methods:

Sample:	Total residents: 45 Resident sample size: 2 Closed records sample size:
Observations:	Identified resident Residents Dining Resident rooms Staff to resident interactions Resident to resident interactions
Interviews:	Identified resident Nursing staff Executive Director Primary Care Physician Resident Care Coordinator Residents
Record Reviews:	State reporting log Resident Records

Investigation Summary:

1. In an interview, the NR's Primary Care Physician (PCP) stated that the resident had received multiple referrals to an Ophthalmologist and declined the recommended care and services. The PCP stated that the NR had not had a surgery. No findings of failed practice.
2. In an interview, the ED stated that all residents were provided the same activities. The ED stated that the NR had chosen to go out into the community daily. Sampled residents reported no concern about feeling isolated. Observation showed the NR was out in the community. The ALF reported the NR would leave the facility without signing

out or notifying staff. Record review, observation and interview showed the ALF was meeting all of the NR's medical needs. No findings of failed practice.

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: HERITAGE HOUSE AT THE MARKET **Provider Type:** Assisted Living Facility

License/Cert.#: 919

Intake ID: 127579

Compliance Determination #: 41844

Region/Unit #: RCS Region 2 / Unit J

Investigator: Michelle Mcglon

Investigation Date(s): 05/28/2024 through 07/09/2024

Complainant Contact Date(s):

Allegation(s):

1. The Named Resident (NR) was being mistreated at the Assisted Living Facility (ALF).
 2. The NR was not receiving enough food at the ALF.
 3. The NR had food poisoning and had not received treatment at the ALF, resulting in hospitalization.
 4. The ALF nurses were not providing care, and the facility doctor was not doing anything.
 5. The ALF staff were not checking on the NR.
-

Investigation Methods:

Sample:	Total residents: 45 Resident sample size: 2 Closed records sample size:
Observations:	Identified resident Residents Dining Resident rooms Staff to resident interactions
Interviews:	Identified resident Nursing staff Executive Director
Record Reviews:	State reporting log Resident Record

Investigation Summary:

1. In an interview, the NR could not provide specific events of mistreatment. Sampled residents reported no concerns with being mistreated at the ALF. No failed practice identified.
2. Observation showed the NR had containers of food in their apartment. Record review showed the NR had eaten breakfast the day of the onsite visit. The NR stated what they had for meals. No failed practice identified.
3. In an interview, the NR's Primary Care Physician (PCP) stated that the resident did not have food poisoning. The PCP stated that the NR was hospitalized last year for other

health concerns. Record review showed the NR had received referrals to be evaluated by a specialist. The PCP stated that the NR had declined evaluation and treatment. No failed practice identified.

4. The ALF nurse stated that the NR would refuse care and medications. The ALF does not have an in house doctor. The NR has a PCP to address care and health concerns. No failed practice identified.

5. Sampled residents reported no concern about the ALF staff. Observation showed the NR was out in the community. The ALF staff reported the NR would leave the facility without notifying signing out. The ALF staff reported that the NR would often refuse to be checked on. No failed practice identified.

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: HERITAGE HOUSE AT THE MARKET
Provider Type: Assisted Living Facility

License/Cert.#: 919

Intake ID: 132578

Compliance Determination #: 41844

Region/Unit #: RCS Region 2 / Unit J

Investigator: Michelle Mcglon

Investigation Date(s): 05/28/2024 through 07/09/2024

Complainant Contact Date(s):

Allegation(s):

1. The Named Resident (NR) does not receive medical or social services at the Assisted Living Facility (ALF).
2. The ALF staff was negative towards the NR.
3. State agencies were negative towards the NR.
4. The NR was afraid for their life and did not feel safe at the ALF.
5. The NR was isolated at the ALF.
6. The NR was not given or told what their rights were.
7. No one will help the NR, resulting in psychological and mental health issues.

Investigation Methods:

Sample:	Total residents: 45 Resident sample size: 2 Closed records sample size:
Observations:	Identified resident Residents Resident rooms Staff to resident interactions
Interviews:	Identified resident Nursing staff Residents PCP
Record Reviews:	State reporting log Resident Records

Investigation Summary:

1. Interview and record review showed the NR was provided medical care. In an interview, the Executive Director (ED) reported all residents receive the same opportunities for medical services. Observation showed the NR was out in the community during the onsite visit. Sampled residents reported no concerns with receiving medical or social services. No failed practice identified.
2. In an interview, the ED reported no one had been negative towards the NR. Sampled residents reported no concerns with staff being negative. No failed practice identified.

3. The State Agencies were not negative towards the NR. The State Agencies has attempted to assisted the NR with resolving their reported concerns. No failed practice identified.
4. The NR stated that they had lived at the ALF for many years. The NR could not provide how they do not feel safe. Sampled residents stated they felt safe in the facility. No failed practice identified.
5. Observation showed the NR was out in the community. The ALF staff reported that the NR would leave the community and not notify staff. No failed practice identified.
6. Record review showed the NR was provided a form with their rights and phone numbers for additional assistance by the Department Staff. The NR was notified of their Resident Rights upon admission to the ALF. No failed practice identified.
7. Interview and record review showed the NR had been provided with referrals to assist with health care needs. In an interview, the NR's primary care physician stated that the resident has refused all recommended care and treatment. No failed practice identified.

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
20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

Statement of Deficiencies	License #: 919	Compliance Determination # 41844
Plan of Correction	HERITAGE HOUSE AT THE MARKET	Completion Date
Page 1 of 3	Licensee: Providence Health & Services - Washington	07/09/2024

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 05/28/2024, 05/28/2024 and 05/28/2024 of:

HERITAGE HOUSE AT THE MARKET
1533 WESTERN AVENUE
SEATTLE, WA 98101

This document references the following complaint number(s): 132070, 131522, 127579, 124529, 132578, 133579

The following sample was selected for review during the unannounced on-site visit: 2 of 45 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Michelle Mcglon, Nursing Consultant Institutional

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 2 , Unit J
20311 52nd Ave W, Suite 100
Lynnwood, WA 98036

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.

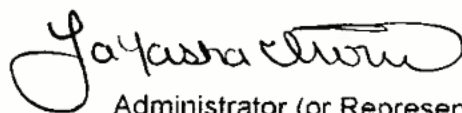

Residential Care Services

7/11/2024

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)

Date 7/11/24

WAC 388-78A-2420 Record retention.

(1) The assisted living facility must maintain on the assisted living facility premises in a resident's active record(s) all relevant information and documentation necessary for meeting a resident's current assessed needs.

(4) All active, inactive, and closed resident records must be available for review by department staff and other authorized persons.

This requirement was not met as evidenced by:

Based on interview and record review, the Assisted Living Facility (ALF) failed to ensure records for 1 of 2 sampled residents (Resident 1) had been retained and were available for the Department to review. This failure placed Resident 1 at risk for not having needed care and services.

Findings included...

Review of an Assessment, dated 02/28/2024, showed the ALF admitted Resident 1 on [REDACTED] 2020.

Review of Department Working Papers showed that during a previous onsite visit, on 03/19/2024, Resident 1 had a Resident Service Plan (RSP- equivalent a Negotiated Service Agreement) appropriate to diagnoses and care needs.

Record review, on 05/28/2024, showed the ALF had no previous or current RSP for Resident 1 available in the facility.

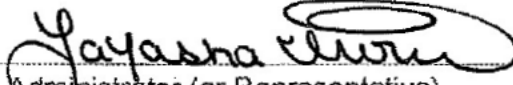
In an interview, on 06/18/2024 at 10:21 AM, Staff A (Administrator) stated that the ALF did not have a RSP for Resident 1. Staff A stated that she was unable to locate the RSP in the resident records.

Plan/Attestation Statement

Statement of Deficiencies	License #: 919	Compliance Determination # 41844
Plan of Correction	HERITAGE HOUSE AT THE MARKET	Completion Date
Page 3 of 3	Licensee: Providence Health & Services - Washington	07/09/2024

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, HERITAGE HOUSE AT THE MARKET is or will be in compliance with this law and / or regulation on
(Date) 08/01/2024

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



Administrator (or Representative)

7/11/24

Date

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