



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
20425 72nd Avenue S, Suite 400, Kent, WA 98032-2388

March 21, 2016

HERITAGE FAMILY HOMECARE CORP
HERITAGE FAMILY HOMECARE CORP
13205 12TH AVE SW
BURIEN, WA 98146

RE: HERITAGE FAMILY HOMECARE CORP License #467501

Dear Provider:

On March 18, 2016 the Department completed a review of communication and / or documents from you indicating that you have corrected the deficiency or deficiencies cited in the report/s dated January 29, 2016.

Based on the review of this information the Department finds the deficiency or deficiencies have been corrected. Your home meets the adult family home licensing requirements.

The Department staff who did the off-site verification:
Susan Aromi, Licensor

If you have any questions please, contact me at (253) 234-6007.

Sincerely,

Delores Usea, Field Manager
Region 2, Unit G
Residential Care Services



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DEPARTMENT OF SOCIAL AND HEALTH SERVICES
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20425 72nd Avenue S, Suite 400, Kent, WA 98032-2388

Statement of Deficiencies	License #: 467501	Completion Date
Plan of Correction	HERITAGE FAMILY HOMECARE CORP	January 29, 2016
Page 1 of 8	Licensee: HERITAGE FAMILY	

You are required to be in compliance with all of the licensing laws and regulations at all times to maintain your adult family home license.

The department has completed data collection for the unannounced on-site full inspection of:
1/20/2016

HERITAGE FAMILY HOMECARE CORP
13205 12TH AVE SW
BURIEN, WA 98146

The department staff that inspected the adult family home:

Susan Aromi, BSN, RN, Licensor
Julie Miranda, BSN, RN, AFH Licensor

From:

DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 2, Unit G
20425 72nd Avenue S, Suite 400
Kent, WA 98032-2388
(253)234-6007

As a result of the on-site full inspection 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.

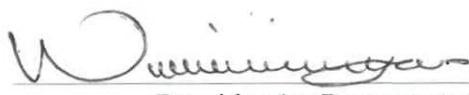


Residential Care Services



Date

I understand that to maintain an adult family home license I must be in compliance with all the licensing laws and regulations at all times.



Provider (or Representative)



Date

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WAC 388-76-10165 Background checks Washington state name and date of birth background check Valid for two years National fingerprint background check Valid indefinitely.

(1) A Washington state name and date of birth background check is valid for two years from the initial date it is conducted. The adult family home must ensure:

(a) A new DSHS background authorization form is submitted to the department's background check central unit every two years for each individual listed in WAC 388-76-10161 ;

(b) There is a valid Washington state background check for all individuals listed in WAC 388-76-10161 .

(2) A national fingerprint background check is valid for an indefinite period of time. The adult family home must ensure there is a valid national fingerprint background check for individuals hired after January 7, 2012 as caregivers, entity representatives or resident managers. To be considered valid, the individual must have completed the national fingerprint background check through the background check central unit after January 7, 2012.

This requirement was not met as evidenced by:

Based on observations, interviews and record reviews, the Entity Representative (ER) failed to ensure there was a national fingerprint background check for 1 of 3 current caregivers (Caregiver B) and a valid Washington state name and date of birth background check for 1 of 2 former caregivers (Caregiver C) and one household member (ER's son). In addition, no new background authorization forms were submitted to the background check central unit (BCCU) for Caregivers B and C, and the ER's son. This placed all 5 residents (Residents #1, #2, #3, #4 and #5) at risk of harm from caregivers and a household member with unknown criminal backgrounds.

Findings include:

Observations, interviews and record reviews occurred on 01/20/2016 unless otherwise noted.

Observation revealed the home to be two levels. In interview, the ER said she and her son lived upstairs, and Caregivers A and B lived in the main floor, where the residents lived. The upper level's entrance was through the main floor. The ER said her son accessed the common areas of the main floor like the kitchen.

Review of records revealed the ER's son was over eleven years of age. His background check expired on 5/09/2015. The ER said she thought she had submitted a background authorization for her son the same time she did hers, but later (1/22/2016) said she did not submit a background authorization for her son. The BCCU documented the last background check completed for the ER's son was on 5/09/2013.

Caregiver B was observed providing care for the residents throughout the inspection. His records revealed a hire date of 11/12/2015 and a background authorization form dated 11/17/2015. There was no other background record found. In interview, the ER said Caregiver B had not had a fingerprint-based background check. When asked where Caregiver B's name and date of birth background check was, the ER said they had not gotten the result back. When asked if anyone had followed up on Caregiver B's background check, the ER said, "No".

Written communication with the BCCU revealed Caregiver B's background check application

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was rejected on 11/25/2015 because the wrong form was used.

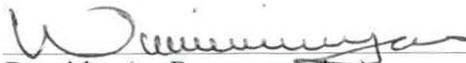
Caregiver C was a former caregiver at the home, with a hire date of 9/27/2014. There was no record of a background check for Caregiver B. The ER, who did not remember when Caregiver C left, said she will call us later for the information. According to the ER, they sent a background authorization for him on 9/29/2014, and they got a letter that stated it was rejected because they were missing the business number. The ER said they never followed up on this.

On 1/29/2015, Caregiver A called the department with information that Caregiver C worked from 9/01/2014 to 12/31/2014. The BCCU confirmed they had not completed a background check of any kind for Caregiver C. Caregiver C worked at the home without a valid background check for four months.

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, HERITAGE FAMILY HOMECARE CORP is or will be in compliance with this law and / or regulation on (Date) 01-20-2016. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

Caregiver C had BG on file. Attached. It's Caregiver B's BG that was rejected, for lack of BCCU.


Provider (or Representative)

02-12-2016
Date

WAC 388-76-10360 Negotiated care plan Timing of development Required. The adult family home must ensure the negotiated care plan is developed and completed within thirty days of the resident's admission.

This requirement was not met as evidenced by:

Based on observations, interviews and record reviews, the adult family home (AFH) failed to develop a negotiated care plan (NCP) for 1 of 1 newly admitted resident (Resident #5) within thirty days of the resident's admission. This placed the resident at risk of unmet needs.

Findings include:

Observations, interviews and record reviews occurred on 1/20/2016.

Observation revealed Resident #5 left the home at 9:00 AM for group therapy and returned at 10:30 AM. Caregiver A provided care to Resident #5 throughout the rest of the inspection.

In interview, Caregiver A said they assisted Resident #5 with his medications and personal care. Resident #5 said the caregivers assisted him with showers, dressing and medications.

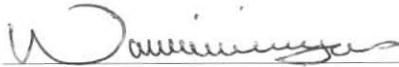
Review of records revealed Resident #5 was admitted on [REDACTED] 2015. There was no NCP found for the resident.

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In interview, the Entity Representative (ER) said they had not developed a NCP for the resident. The ER said she and Caregiver A developed the residents' NCPs, but she (ER) had just returned from being out of the country for three months and Caregiver A had been busy with resident care.

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, HERITAGE FAMILY HOMECARE CORP is or will be in compliance with this law and / or regulation on (Date) 02-10-16. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.



Provider (or Representative)

02-12-2016

Date

WAC 388-76-10400 Care and services. The adult family home must ensure each resident receives:

(4) Services by the appropriate professionals based upon the resident's assessment and negotiated care plan, including nurse delegation if needed.

This requirement was not met as evidenced by:

Based on observations, interviews and record reviews, the adult family home (AFH) failed to ensure 1 of 1 caregiver (Caregiver A) administering medications was nurse delegated for 2 of 2 residents (Resident #1 and #4).

Findings include but are not limited to:

Observations, interviews and record reviews occurred on 1/20/2016.

In interview, the Entity Representative (ER) said Caregiver A gave all five of their residents, including Residents #1 and #4, their medications for the past three months, as she (ER) was out of the country for three months. The ER said Resident #1 had nurse delegation for staff to crush his medications and administer them through his [REDACTED] and for his [REDACTED]. The ER said Resident #4 had nurse delegation for blood sugar checks once a week.

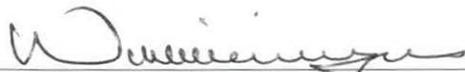
Observation revealed Caregiver A administered Resident #1's medications through his [REDACTED]

Review of the January 2016 medication log revealed Caregiver A initialed all of Residents #1 and #4's medications as given by him. There were no nurse delegation records found for Residents #1 and #4. The ER said Caregiver A did not need to be delegated because he was a registered nurse (RN). Further review of Caregiver A's records revealed his RN license expired in November 2015, so he was not exempt from nurse delegation for administering medications to the residents. Caregiver A said he forgot to have his license renewed.

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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, HERITAGE FAMILY HOMECARE CORP is or will be in compliance with this law and / or regulation on (Date) 01-21-2016. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.



Provider (or Representative)

02-12-2016

Date

WAC 388-76-10530 Resident rights Notice of services. The adult family home must provide each resident notice in writing and in a language the resident understands before admission, and at least once every twenty-four months after admission of the:

- (1) Services, items, and activities customarily available in the home or arranged for by the home as permitted by the license;
- (2) Charges for those services, items, and activities including charges for services, items, and activities not covered by the home's per diem rate or applicable public benefit programs; and
- (3) Rules of the home's operations.

This requirement was not met as evidenced by:

Based on observations, interviews and record reviews, the Entity Representative (ER) failed to provide 1 of 3 sampled residents (Resident #3) written notice of the house rules, resident rights, services and activities provided, and the charges for them, at least every twenty-four months after admission. This placed the resident at risk of being unaware of house rules, rights, services, and charges for them.

Findings include:

Observations, interviews and record reviews occurred on 01/20/2016.

Observation revealed Resident #3 received care and services from the caregivers.

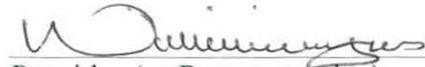
Review of records revealed the initial admission agreement (which included house rules, resident rights, services and activities provided, and charges for them) was signed by Resident #3 on 04/15/2011. There were no other admission agreements found in the resident's records.

In interview, the ER said the admission agreement of each resident should be reviewed every two years but she had not done Resident #3's since his admission.

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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, HERITAGE FAMILY HOMECARE CORP is or will be in compliance with this law and / or regulation on (Date) 01/28/2016. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.


Provider (or Representative)

02-12-2016
Date

WAC 388-76-10750 Safety and maintenance. The adult family home must:

(1) Keep the home both internally and externally in good repair and condition with a safe, comfortable, sanitary, homelike environment that is free of hazards;

This requirement was not met as evidenced by:

Based on observations and interviews, the adult family home failed to keep the home in good condition with an environment free from hazards. This placed 3 of 3 ambulatory residents (Residents #2, #3 and #5) at risk of injury from unsafe conditions, and placed all five residents at risk of a decreased quality of life.

Findings include:

Observations and interviews occurred on 1/20/2016.

On observation at 9:00 AM, Resident #5 walked from the front door through the wooded ramp entrance, to go to an appointment. Residents #2 and #3 ambulated with walkers.

In interview, the Entity Representative (ER) said three of their five residents ambulated in and out of the house independently.

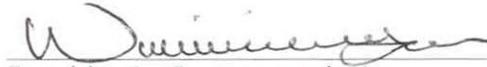
During a tour of the home, the following were observed: the front of the house had a wooden entrance ramp that led to the front door. The hand rails, and the flooring had greenish moss that was slippery when walked on. The back of the home had a large uncovered wooden deck. The orange paint of the wooden flooring had peeled off at large areas, and had green moss that was slippery when walked on. The rails of the ramp were covered with green moss. The back of the house had a concrete walkway with green moss that was slippery when walked on. The living room's window had white venetian blinds that fell loose from one side at the top of the window and coiled at the bottom.

The ER acknowledged the slipping hazards of their walkways with moss. She said their maintenance man had not had a chance to do repairs on the home.

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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, HERITAGE FAMILY HOMECARE CORP is or will be in compliance with this law and / or regulation on (Date) 01-26-2016. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.


Provider (or Representative)

02-12-2016
Date

WAC 388-76-10895 Emergency evacuation drills Frequency and participation. The adult family home must ensure:

(1) Emergency evacuation drills occur at least every two months; and

This requirement was not met as evidenced by:

Based on observation, interview and record review, the adult family home failed to have emergency evacuation drills at least every two months. This placed all five residents (Residents #1, #2, #3, #4 and #5) at risk of delayed evacuation in the event of an emergency requiring evacuation.

Findings include:

Observation, interview and record review occurred on 1/20/2016.

Observation revealed two caregivers providing care to five residents in the home: two of the residents used walkers, one used a wheelchair for mobility, one was bed-bound, and one ambulated without an assistive device.

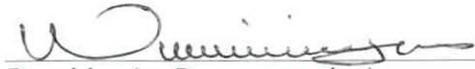
Review of records revealed emergency evacuation drills done since the last inspection were as follows: 9/01/2014, 11/06/2014, 1/08/2015, 2/01/2015, 4/01/2015 and 6/01/2015.

When asked if they had done other evacuation drills after 6/01/2015, the Entity Representative (ER) said they had not. The ER said she was out of the country for three months, and Caregiver A, who was left in charge, was busy with the residents' care.

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Attestation Statement

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Provider (or Representative)

02-12-2016
Date

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