



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
AGING AND LONG-TERM SUPPORT ADMINISTRATION  
**PO Box 98907, Lakewood, WA 98496**

December 13, 2019

HEAVENLY ANGELS LLC  
Heavenly Angels LLC  
6522 Ardmore Dr SW  
Lakewood, WA 98499

RE: Heavenly Angels LLC License #753252

Dear Provider:

The Department completed a follow-up inspection of your Adult Family Home on December 12, 2019 for the deficiency or deficiencies cited in the report/s dated November 25, 2019 and found no deficiencies.

The Department staff who did the inspection:  
Gary Fuentebella, Licensors

If you have any questions please, contact me at (253) 983-3826.

Sincerely,

A handwritten signature in black ink, appearing to read "Lisa Cramer".

Lisa Cramer, Field Manager  
Region 3, Unit A  
Residential Care Services



STATE OF WASHINGTON  
 DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
 AGING AND LONG-TERM SUPPORT ADMINISTRATION  
 PO Box 98907, Lakewood, WA 98496

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Statement of Deficiencies	License #: 753252	Completion Date
Plan of Correction	Heavenly Angels LLC	November 25, 2019
Page 1 of 5	Licensee: HEAVENLY ANGELS LLC	

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:  
 11/14/2019

Heavenly Angels LLC  
 6522 Ardmore Dr SW  
 Lakewood, WA 98499

The department staff that inspected the adult family home:  
 Gary Fuentebella, Licensors

From:  
 DSHS, Aging and Long-Term Support Administration  
 Residential Care Services, Region 3, Unit A  
 PO Box 98907  
 Lakewood, WA 98496  
 (253)983-3826

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.

*[Signature]*

Residential Care Services

11/26/19

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.

*Angelina G. Agoney*  
 Provider (or Representative)

Dec. 2, 2019  
 Date

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

**WAC 388-76-10715 Doors Ability to open. The adult family home must ensure:**

(3) One door leading to the outside is designated as the primary egress and homes licensed after January 1, 2016 have a lever door handle and hardware that allows residents to exit when the door is locked and reentry without a key, tool, or special knowledge or effort by residents.

**This requirement was not met as evidenced by:**

Based on observation, interview and record review the adult family home (AFH) failed to ensure a chain bolt lock was not used on the front main exit door. This failure placed all residents (Resident #1, Resident #2, Resident #3, Resident #4, Resident #5, and Resident #6) at risk for entrapment in case of a fire.

**Findings included:**

The home was licensed to care for residents with dementia and mental health.

On 11/14/19 at approximately 10:05 AM during interview, the Provider stated that all residents used either a wheelchair or a walker and required assistance with evacuation from the AFH.

On 11/14/19 at approximately 10:30 AM, a chain bolt lock was observed attached on the upper part of the front main door exit. The chain bolt would require special knowledge or effort from residents to be able to reach it and slide it open. During interview, the Provider said the chain bolt lock was used for Resident #5, who had a history of exit-seeking behavior. Refer to WAC 388-76-10355(7)(a).

On 11/14/19 at approximately 12:15 PM, Caregiver C arrived in the home and removed the chain bolt lock.

**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, Heavenly Angels LLC is or will be in compliance with this law and / or regulation on (Date) NOV 14, 2019. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

Angelina G. Agency  
Provider (or Representative)

Dec. 2, 2019  
Date

**WAC 388-76-10181 Background checks Employment Nondisqualifying information.**

(1) If any background check results show that an employee or prospective employee has a criminal conviction or pending charge for a crime that is not disqualifying under chapter 388-113 WAC, then the adult family home must:

- (a) Determine whether the person has the character, competence and suitability to work with vulnerable adults in long-term care; and
- (b) Document in writing the basis for making the decision, and make it available to the department upon request.

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**This requirement was not met as evidenced by:**

Based on interview and record review the adult family home (AFH) failed to ensure a character, competence and suitability (CC & S) review was completed for one of four caregivers (Caregiver A). This failure placed all residents (Resident #1, Resident #2, Resident #3, Resident #4, Resident #5, and Resident #6) at risk for unsupervised access from a caregiver who had a non-disqualifying background check result.

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Findings included:

On 11/14/19 at approximately 1:00 PM, review of personnel files showed Caregiver A was hired on 04/22/19. During interview, the Provider stated that Caregiver A did not start working until 06/01/19 when she completed her training requirements. Further, record review showed Caregiver A completed two (2) Washington State name and date of birth (DOB) background checks. The first one was completed on 06/14/19 and the second one was completed on 09/18/19. Both background check results showed a non-disqualifying criminal history. There was no documentation a CC & S review was done.

On 11/14/19 at approximately 1:15 PM during interview, the Provider stated that Caregiver A worked twice a week and last worked in the home on 09/18/19, and was no longer employed. The Provider added she was unable to complete the required CC & S documentation because the Background Check Central Unit (BCCU) and Department of Health (DOH) would not release to her additional information related to Caregiver A's background check result. The Provider stated Caregiver A would not give her information why her background check result had a non-disqualifying criminal history.

On 11/19/19, the Licensor received from the Provider a faxed copy of a CC & S review document dated 11/17/19 for Caregiver A.

**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, Heavenly Angels LLC is or will be in compliance with this law and / or regulation on (Date) 11/18/2019. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

Angeline G. Agnew  
Provider (or Representative)

Dec. 2, 2019  
Date

**WAC 388-76-10355 Negotiated care plan. The adult family home must use the resident assessment and preliminary care plan to develop a written negotiated care plan. The home must ensure each resident's negotiated care plan includes:**

- (7) If needed, a plan to:
- (b) Reduce tension, agitation and problem behaviors;

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

**This requirement was not met as evidenced by:**

Based on observation, interview and record review the adult family home (AFH) failed to ensure one of six residents (Resident #5) Negotiated Care Plan (NCP) included interventions to include his exit-seeking behavior. This failure placed Resident #5 at risk for elopement and leaving the home unnoticed.

On 11/14/19 at approximately 10:30 AM, a chain bolt lock was observed attached on the upper part of the front main door exit. During interview, the Provider said the chain bolt lock was used for Resident #5 who had a history of exit-seeking behavior. Refer to WAC 388-76-10715(3).

On 11/14/19 at approximately 12:45 PM, record review of Resident #5's assessment dated 06/24/19, showed he had a history of dementia, blindness and hearing loss. The same assessment showed Resident #5 had memory problems, made poor decisions, and had a history of wandering and exit-seeking behaviors. Review of Resident #5's NCP (dated 05/15/19) showed no interventions to address his wandering and exit-seeking behaviors.

On 11/14/19 at approximately 2:45 PM during interview, the Provider stated that Resident #5's wandering and exit-seeking behavior was due to his urinary tract infection at that time and had since been resolved. The Provider wrote interventions on Resident #5's NCP after the Licensor explained the regulations.

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Angeline G. Aganoy  
Provider (or Representative)

Dec 2, 2019  
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**WAC 388-76-101632 Background checks National fingerprint background check.**

(1) Individuals specified in WAC 388-76-10161 (2) who are hired after January 7, 2012 and are not disqualified by the Washington state name and date of birth background check, must complete a national fingerprint background check and follow department procedures.

**This requirement was not met as evidenced by:**

Based on interview and record review the adult family home (AFH) failed to ensure one of four caregivers (Caregiver A) completed a national fingerprint background check. This failure placed all residents (Resident #1, Resident #2, Resident #3, Resident #4, Resident #5, and Resident #6) at risk for unsupervised access from a caregiver with possible disqualifying criminal history.

**Findings included:**

On 11/14/19 at approximately 1:00 PM, review of personnel files showed Caregiver A (hired

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04/22/19) completed two (2) Washington State name and date of birth (DOB) background check with a non-disqualifying criminal history. The background checks were done on 06/14/19 and 09/18/19 and both required a character, competence and suitability (CC & S) review, which was not done by the Provider. Refer to WAC 388-76-10181(1). Further, record review showed no documentation to show a national fingerprint background check was done for Caregiver A.

On 11/14/19 at approximately 1:15 PM during interview, the Provider stated that Caregiver A worked twice a week and last worked on the home on 09/18/19 and was no longer employed.

On 11/19/19 at approximately 10:36 AM during telephone interview, the Provider stated that the Background Check Central Unit (BCCU) online system would not allow her to proceed in scheduling Caregiver A for a fingerprint appointment, and that she telephoned the BCCU about it. The Provider stated that a BCCU staff informed her that she could not proceed with Caregiver A's fingerprint appointment until Caregiver A's non-disqualifying criminal history was resolved by the Department of Health.

On 11/25/19 at approximately 8:00 AM, review of email notes from the BCCU stated, "The reported information does not automatically disqualify the applicant (Caregiver A) and it appears they selected to continue with the applicants fingerprint check. As far as stopping the applicant to be fingerprinted, BCCU staff would only issue a result letter and the choice is up to the entity".

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Angelina S. Agonoy  
Provider (or Representative)

Dec. 2, 2019  
Date