



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
6639 Capitol Blvd SW, Floor 1, Tumwater, WA 98501

Angels Nest LLC
Pacific Country Homes 2
3215 Pacific Way
Longview, WA 98632

RE: Pacific Country Homes 2 License # 753305

Dear Provider:

This letter addresses Compliance Determination(s) 50966 (Completion Date 12/18/2024) and 47682 (Completion Date 10/11/2024).

The Department completed a follow-up inspection of your Adult Family Home on 12/18/2024 and found that you have corrected the violations listed in the Complaint report dated 10/11/2024. Your home is back in compliance as of 11/14/2024 with the cited requirements of the Washington Administrative Code or the Revised Code of Washington or both.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-76-10225-1-a-ii, WAC 388-76-10230-2

The Department staff who did the on-site verification:
Laura Newberry

If you have any questions, please contact me at (360)450-1218.

Sincerely,

Michael Burdick, Field Manager
Region 3, Unit G
Residential Care Services



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 6639 Capitol Blvd SW, Floor 1, Tumwater, WA 98501

Statement of Deficiencies	License #: 753305	Compliance Determination # 47682
Plan of Correction	Pacific Country Homes 2	Completion Date
Page 1 of 4	Licensee: Angels Nest LLC	10/11/2024

You are required to be in compliance at all times with all licensing laws and regulations to maintain your Adult Family Home license.

The department completed data collection for an unannounced on-site complaint investigation on 09/24/2024 and 09/24/2024 of:

Pacific Country Homes 2
 3215 Pacific Way
 Longview, WA 98632

This document references the following complaint number(s): 146529

The following sample was selected for review during the unannounced on-site visit: 3 of 4 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Laura Newberry

From:
 DSHS, Aging and Long-Term Support Administration
 Residential Care Services, Region 3 , Unit G
 6639 Capitol Blvd SW, Floor 1
 Tumwater, WA 98501

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

10.16.2024

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.

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

Provider (or Representative)

Date

WAC 388-76-10225 Reporting requirement.

(1) The adult family home must ensure all staff:

(a) Report suspected abuse, neglect, exploitation or abandonment of a resident:

(ii) To the department by calling the complaint toll-free hotline number; and

This requirement was not met as evidenced by:

Based on interview and record review the adult family home (AFH) failed to report when a caregiver (CG1) yelled at 1 of 4 residents (Resident 1 [R1]). This failure put R1 at risk for repeated verbal abuse.

Findings included...

On 9/27/2024 at 12:40 PM, R1 stated that CG1 had gotten mad at them once when they asked CG1 for help at night and they felt disrespected by CG1. R1 stated that they informed the Provider of the incident and CG1 had apologized.

On 9/27/2024 at 1:06 PM, Provider stated that they were informed of the situation that night between R1 and CG1 and that CG1 had said "shit" when R1 asked them several times overnight for assistance. Provider stated they believed CG1 said this out of frustration with R1. Provider stated they did not document the incident as they felt they investigated it, and it was resolved.

On 10/10/2024 at 2:49 PM, CG1 stated that R1 had asked them several time for assistance overnight and they became frustrated and said "God Shit" when R1 asked them for assistance again. CG1 stated they apologized to R1 and felt they were on good terms again.

On 10/14/2024 review of department records showed the AFH did not report the incident to the toll-free hotline.

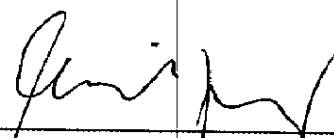
Attestation Statement

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

Statement of Deficiencies	License #: 753305	Compliance Determination # 47682
Plan of Correction	Pacific Country Homes 2	Completion Date
Page 3 of 4	Licensee: Angels Nest LLC	10/11/2024

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, Pacific Country Homes 2 is or will be in compliance with this law and / or regulation on (Date) 9/17/24.

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

Provider (or Representative)  Date 11/14/2024

WAC 388-76-10230 Pets. The adult family home must ensure any animal visiting or living on the premises:

(2) Has a suitable temperament, is clean and healthy, and otherwise poses no significant health or safety risks to any resident, staff, or visitors; and

This requirement was not met as evidenced by:

Based on observation and interview the adult family home (AFH) failed to ensure their dog was of suitable temperament and did not pose a safety risk for 4 of 4 Residents. This failure resulted all residents being at risk of an injury (dog bite) while at the AFH.

Findings included...

On 9/25/2024 at 12:36 PM, observed the dog at the AFH was secluded in a bedroom and was barking during the onsite visit.

On 9/25/2024 at 1:06 PM, Provider stated that the dog does come out of the bedroom but barks when strangers are at the AFH so they will place the dog in the bedroom.

On 9/25/2024 at 12:40 PM, Resident 1 (R1) stated the dog at the AFH is "temperamental", protective of the Provider and they do not like the dog. R1 stated the dog had bitten them on the hand in the past and now they stay away from the dog when it is out in the AFH.

On 10/10/2024 at 2:49 PM, Caregiver 1 (CG1) stated that the dog at the AFH will bark and follow people around in the AFH. CG1 stated that the dog "likes to bite" and observed the dog but a visitor at the AFH a while ago.

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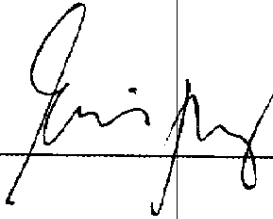
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Provider (or Representative)



Date

11/14/2024

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 Date

WAC 388-76-10225-REPORTING REQUIREMENT

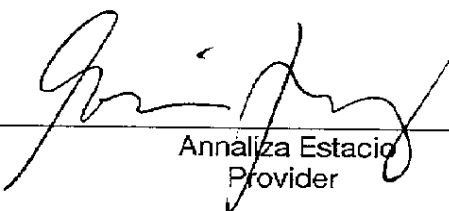
SITUATION HAS BEEN RESOLVED. CAREGIVER APOLOGIZED TO RESIDENT IN FRONT OF HER DAUGHTER ON 9/9/2024.

Altercation was reported to provider by caregiver in the morning of September 3, 2024, Provider talked to Resident and caregiver and confirmed what had happened. Provider tasted the Milk that was apparently bad, and had Resident tasted it too..Resident confirmed it was good milk.(Resident was insisting it was bad milk and wanted caregiver to go to the store and get new one).Resident told Provider she dint like the caregiver attitude ...Provider told her she will talk to the caregiver. Provider found out this was a misunderstanding so provider set a schedule time to meet with the daughter and the caregiver.. we schedule it for 9/9/2024 and caregiver apologize to the resident in front of her daughter.

Provider also gave a verbal warning to caregiver that if something like this happen again she will be reprimanded and reported 9/3/2024. Provider did not believe there was no reasonable cause that would prompt her to immediately report this as an abuse WAC 38876-10673. Even so, Provider retrained caregiver for ANE (Abuse neglect and Exploitation) through video training. 9/3/2024.

WAC 388-76-10230-PETS

Pet will get a behavioral retraining and will be re homed..11/14/2024.

 11/14/2024
Annaliza Estacio
Provider