



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
AGING AND LONG-TERM SUPPORT ADMINISTRATION  
800 NE 136th Avenue, Suite#220, Vancouver, WA 98684

January 31, 2019

Ridgefield Adult Family Home LLC  
Ridgefield Adult Family Home LLC  
2514 NE 164th St  
Ridgefield, WA 98642

RE: Ridgefield Adult Family Home LLC License #753601

Dear Provider:

The Department completed a follow-up inspection of your Adult Family Home on January 30, 2019 for the deficiency or deficiencies cited in the report/s dated December 20, 2018 and found no deficiencies.

The Department staff who did the inspection:  
Alixandria Cortez, LTC- MH Community Licensor

If you have any questions please, contact me at (360) 397-9549.

Sincerely,

Karyl Ramsey, Field Manager  
Region 3, Unit E  
Residential Care Services



**Residential Care Services  
Investigation Summary Report**

**Provider/Facility:** Ridgefield Adult Family Home LLC (1124424)      **Intake ID(s):** 3590150  
**License/Cert. #:** AF753601  
**Investigator:** Cortez, Alixandria      **Region/Unit:** RCS HQ/HQ      **Investigation Date(s):** 12/03/2018 through 12/20/2018  
**Complainant Contact Date(s):** 11/27/2018

**Allegations:**

Quality of Care

**Investigation Methods:**

**Sample:** 3 residents

**Observations:** General environment, resident rooms, general appearance of residents and staff-to-resident interactions.

**Interviews:** Named and sampled residents, staff, and others not associated with the home.

**Record Reviews:** Resident records.

**Allegation Summary:**

An onsite investigation was conducted for allegations identified in the intakes related to quality of care and treatment. There was sufficient evidence to support failed facility practice. Additional residents and staff were interviewed for the allegations identified.

**Unalleged Violation(s):**       **Yes**       **No**

**Conclusion / Action:**       **Failed Provider Practice Identified / Citation(s) Written**       **Failed Provider Practice Not Identified / No Citation Written**

Citations written for WAC 388-76-10355-7-b Negotiated Care Plan and WAC 388-76-10620 Residents Rights. Please refer to the Statement of Deficiencies dated 12/20/2018.

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



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Statement of Deficiencies	License #: 753601	Completion Date
Plan of Correction	Ridgefield Adult Family Home LLC	December 20, 2018
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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 complaint investigation of: 12/3/2018  
Ridgefield Adult Family Home LLC  
2514 NE 164th St  
Ridgefield, WA 98642

This document references the following complaint number: 3590150  
The department staff that inspected and investigated the adult family home:  
Alixandria Cortez, LTC- MH Community Licensor

RECEIVED  
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DSHS RCS  
REGION 3

From:  
DSHS, Aging and Long-Term Support Administration  
Residential Care Services, Region 3, Unit E  
800 NE 136th Avenue, Suite#220  
Vancouver, WA 98684  
(360)397-9549

As a result of the on-site complaint investigation 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.

C. Burinsky for Kerol Ramsey      12/20/2018  
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.

A. G. [Signature]      12/28/2018  
Provider (or Representative)      Date

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Statement of Deficiencies	License #: 753601	Completion Date
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**WAC 388-76-10620 Resident rights Quality of life General.**

- (1) The adult family home must promote care for residents in a manner and in an environment that maintains or enhances each resident's dignity and respect in full recognition of his or her individuality.
- (2) Within reasonable home rules designed to protect the rights and quality of life of residents, the home must ensure the resident's right to:
  - (a) Choose activities, schedules, and health care consistent with his or her interests, assessments, and negotiated care plan;
  - (b) Interact with members of the community both inside and outside the home;
  - (c) Make choices about aspects of his or her life in the home that are significant to the resident;
  - (d) Wear his or her own clothing and decide his or her own dress, hair style, or other personal effects according to individual preference;
  - (e) Unless adjudged incompetent or otherwise found to be legally incapacitated to:
    - (i) Be informed in advance about recommended care and services and of any recommended changes in the care and services;
    - (ii) Participate in planning care and treatment or changes in care and treatment;
    - (iii) Direct his or her own service plan and changes in the service plan, or
    - (iv) Refuse any particular service so long as such refusal is documented in the record of the resident.

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

Based on interview record review and observation the provider failed to ensure quality of life was promoted when Resident #5 could not be prevented from targeting Resident #2. This failure resulted in diminished quality of life for Resident #2.

**Findings include:**

Interview and record review took place on 12-3-2018 unless otherwise noted.

Record review Resident #5 revealed an assessment identifying a [redacted] diagnosis. The behaviors outlined in Resident #5's assessment included being easily irritable, agitated, and having mood swings. The progress notes for Resident #5 noted various incidents regarding mood swings and agitation.

Record review of Resident #2 identified a diagnosis of [redacted]. Progress notes for Resident #2 and Resident #5 indicated six negative verbal exchanges between the two residents.

In interview 11:30 AM Resident #2 stated when they are at the dining room table attempting to carry on conversations with other residents Resident #5 interrupts and makes negative comments. Resident #2 stated Resident #5 makes them feel uncomfortable to the point where Resident #2 does not want to spend time in communal areas. Resident #2 was observed eating lunch at Resident #5 continues to make comments and attempts to talk with Resident #2.

In interview at 1:45 PM the Provider stated she has seen Resident #5 look at Resident #2 and laugh while Resident #5 is making coffee in the kitchen. The Provider stated she asked Resident #5 what they were laughing at and they stated "nothing." The Provider attempted to redirect the behavior by informing Resident #5 to not laugh at others, Resident #5 responded by stating they

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were laughing at the television. According to the Provider the television was not aligned with Resident #2 who was in the kitchen at the time of the incident.

The Provider described another incident where she overheard a phone conversation Resident #5 was having while in the living room. Resident #2 was at the table doing a puzzle, when Resident #5 explained Resident #2 as a "jelly fish doing a puzzle" to the person on the telephone. When asked, the Provider stated she did not redirect or speak to Resident #5 regarding this incident.

**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, Ridgefield Adult Family Home LLC is or will be in compliance with this law and / or regulation on (Date) Jan 20 2019. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

Aydeeb,  
Provider (or Representative)

12/28/2018  
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 requirement was not met as evidenced by:**

Based on record review and interview the provider failed to develop a negotiated care plan (NCP) with interventions addressing one resident's (Resident #5) problem behaviors. This failure prevented staff from knowing what, when, how, and by whom interventions would be implemented and put other residents in the home at risk for harm due to behaviors directed towards them by Resident #5.

**Findings include:**

All interviews, record review and interviews took place on 12-3-2018 unless otherwise noted.

Record review revealed the most recent assessment identified Resident #5 was easily irritable and agitated, had mood swings, and was diagnosed with a [redacted] disorder. Progress notes dated 2-18-2018 to 11-9-2018 from Resident #5's file documented several incidents of behaviors directed at another resident in the home (Resident #2). Similar notes were located in Resident #2's file. The negotiated care plan (NCP), last updated on 8-26-2018, had no documentation regarding behavioral interventions.

During interview at 12:28 PM Caregiver A stated she had overheard Resident #5 criticizing Resident #2. Caregiver A also stated Resident #5 would make prejudicial comments about people on TV which has caused residents in the home to be upset. Caregiver A stated she

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attempted to redirect Resident #5 when they engaged in these behaviors.

During interview at 1:45 PM, the Provider stated on many occasions Resident #5 has had behaviors requiring redirection. The Provider stated she did not know she needed to write behavioral interventions in the Negotiated Care 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, Ridgefield Adult Family Home LLC is or will be in compliance with this law and / or regulation on (Date) 12/10/2018. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

*\* This is already fixed. See attached NCP Green highlighted - Pages 5 & 6.*

*A. [Signature]*  
Provider (or Representative)

12/28/2018  
Date

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