



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
AGING AND LONG-TERM SUPPORT ADMINISTRATION  
20816 44th Ave West, Suite 240, Lynnwood, WA 98036-7744

January 23, 2020

Best Adult Care LLC  
Best Adult Care AFH LLC  
15564 8th Ave NE  
Shoreline, WA 98155

RE: Best Adult Care AFH LLC License #753704

Dear Provider:

On January 21, 2020 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 December 6, 2019.

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:  
Jeannie-Trang Nguyen, AFH Licenser

If you have any questions please, contact me at (425) 670-6061.

Sincerely,

A handwritten signature in cursive script that reads "Brenda Mooney".

Brenda Mooney, Field Manager  
Region 2, Unit I  
Residential Care Services



RECEIVED

DEC 21 2019

DSHS/AL TSA/RCS

STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
AGING AND LONG-TERM SUPPORT ADMINISTRATION  
20816 44th Ave West, Suite 240, Lynnwood, WA 98036-7744

Statement of Deficiencies	License #: 753704	Completion Date
Plan of Correction	Best Adult Care AFH LLC	December 6, 2019
Page 1 of 10	Licensee: Best Adult Care 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:  
11/26/2019

Best Adult Care AFH LLC  
15564 8th Ave NE  
Shoreline, WA 98155

The department staff that inspected the adult family home:  
Jeannie-Trang Nguyen, AFH Licensors

From:  
DSHS, Aging and Long-Term Support Administration  
Residential Care Services, Region 2, Unit I  
20816 44th Ave West, Suite 240  
Lynnwood, WA 98036-7744  
(425)670-6061

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.

Brenda McConery  
Residential Care Services

12/9/19  
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.

Chiravunkhulan  
Provider (or Representative)

12/12/19  
Date

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

**WAC 388-76-10130 Qualifications Provider, entity representative and resident manager.**

① The adult family home must ensure that the provider, entity representative and resident manager have the following minimum qualifications:

(11) Obtain and keep valid cardiopulmonary resuscitation (CPR) and first-aid card or certificate as required in chapter 388-112A WAC; and

**WAC 388-112A-0720 What are the CPR and first-aid training requirements?**

(1) Adult family homes.

(c) Adult family home long-term care workers must obtain and maintain a valid CPR and first-aid card or certificate as follows:

(ii) Before providing care for residents, if not directly supervised by a fully qualified long-term care worker with a valid first-aid and CPR card or certificate.

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

Based on observation, interview and record review, the adult family home (AFH) failed to ensure two of two staff (the Entity Representative and Caregiver A) maintained a valid CPR and first aid card or certificate. This placed all five residents (Resident #1, #2, #3, #4, and #5) at risk of receiving incorrect care from an unqualified staff in case of a medical emergency.

**Findings included:**

Observation from 10:00 AM to 4:30 PM on 11/26/19 showed the Entity Representative (ER) and Caregiver A (CG A) provided care and services for the residents at the home.

During the staff scheduling review at 10:35 PM on 11/26/19, the ER stated that she and CG A, who was also the affiliated individual since the home licensed in 2006, were the only caregivers for the home.

Review of staff qualifications showed CPR and first aid cards for the ER and CG A, both expired on 01/31/19. There were no valid CPR or first aid cards for either staff.

During the interview at 11:20 AM on 11/26/19, the ER said that she thought the cards were effective for two more years since 2019.

The ER and CG A operated the AFH to serve five residents with an expired CPR and First Aid certificate since January 2019.

### 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, Best Adult Care AFH LLC is or will be in compliance with this law and / or regulation on (Date) 11/27/19. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

*Chhannichulan*  
Provider (or Representative)

12/12/19  
Date

WAC 388-76-10198 Adult family home Personnel records. The adult family home must keep documents related to staff in a place readily accessible to authorized department staff. These documents must be available during the staff's employment, and for at least two years following employment. The documents must include but are not limited to: (4) Criminal history disclosure and background check results as required.

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

Based on observation, interview, and record review, the adult family home (AFH) failed to maintain record of a valid background check (BGC) for one of two staff (Caregiver A) in the home. This failure delayed the Department from determining if Caregiver A (CG A) was qualified to care for the home's five residents (Residents #1, #2, #3, #4, and #5).

#### Findings included:

Observation from 10:00 AM to 4:30 PM on 11/26/19 showed Caregiver A (CG A) provided care and services for the residents at the home.

Review of staff records showed the home hired CG A in 2006 as co-owner. There was no copy of BGC for CG A. Review of Department record showed that CG A had a BGC, which was to expire on 04/16/20.

During the interview at 11:50 AM on 11/26/19, the Entity Representative (ER) stated that she would look around for the copy of CG A's BGC.

By 12/05/19, the Department did not receive any copy of CG A's valid BGC result.

**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, Best Adult Care AFH LLC is or will be in compliance with this law and / or regulation on (Date) 12/03/19. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

Chyavunhulan

Provider (or Representative)

12/12/19

Date

**WAC 388-76-10129 Qualifications Adult family home personnel. The adult family home must ensure that the following are qualified and meet all of the applicable requirements of this chapter and chapter 388-112A WAC:**

- (1) Any person employed or used by the adult family home, directly or by contract, by an adult family home; including but not limited to:
  - (b) Entity representative;
  - (e) Caregivers.

**WAC 388-112A-0610 Who is required to complete continuing education training each year, how many hours of continuing education are required, and when must they be completed?**

- (1) Adult family homes.
  - (b) If exempt from certification as described in RCW 18.88B.041, long-term care workers must complete twelve hours of continuing education by their birthday each year.
    - (i) Unless voluntarily certified as a home care aide under chapter 18.88B RCW, the continuing education does not apply to registered nurses and licensed practical nurses licensed under chapter 18.79 RCW.
    - (ii) Continuing education requirements under subsection (1)(b) of this section do not apply to certified nursing assistants and persons with special education training and an endorsement granted by the superintendent of public instruction, as described in RCW 28A.300.010.

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

Based on observation, interview and record review, the adult family home (AFH) failed to have two of two caregivers (the Entity Representative and Caregiver A) complete their continuing education (CE) requirement of twelve hours by their birthday. This placed all five residents (Resident #1, #2, #3, #4 and #5) at risk for not having their needs met by unqualified caregivers.

**Findings included:**

Observation from 10:00 AM to 4:30 PM on 11/26/19 showed the Entity Representative (ER) and Caregiver A (CG A) provided care and services for the residents at the home.

Review of staff qualifications showed the home had the ER and CG A to be the only staff. Both ER and CG A completed revised fundamental of caregiving (RFCG) for long-term care workers. The ER's date of birth was on 08/07. There was eight hours of CE for the ER completed for the

period from 08/07/18 through 08/06/19. CG A's date of birth was on 07/01. There was four hours of CE for CG B completed for the period from 07/01/18 through 06/30/19.

During an interview at 11:00 AM on 11/16/19, the ER stated that the home had all the needed hours; she would send the rest of the CE certificates for both staff to the Department the next day.

By 12/05/19, the Department did not receive any proof of CE certificates done in the above stated periods for either staff. ?

#### 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, Best Adult Care AFH LLC is or will be in compliance with this law and / or regulation on (Date) 12/04/19. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

*Ch. J. Gururichalan*

12/12/19

Provider (or Representative)

Date

**WAC 388-76-10415 Food services. The adult family home must:**

(1) Ensure that the safe food handling training requirements of chapter 388-112A WAC are met; and

**WAC 388-112A-0610 Who is required to complete continuing education training each year, how many hours of continuing education are required, and when must they be completed?**

(1) Adult family homes.

(d) Continuing education must include one half hour per year on safe food handling in adult family homes as described in RCW 70.128.250 when the long-term worker does not maintain a food handler's permit.

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

Based on observation, interview and record review, the adult family home failed to ensure staff food worker card updated, or continuing education included food safety training for one of two caregivers (the Entity Representative). This placed all five residents (Residents #1, #2, #3, #4 and #5) at risk for food borne illnesses related to food handling issues.

**Findings included:**

Observation from 10:00 AM to 4:30 PM on 11/26/19 showed the Entity Representative (ER) provided care and services at the home. At 2:45 PM, when Resident (R) #3 settled at the dining table, the ER prepared a large bowl of oatmeal and a glass of milk, offered to R#3. At 3:00 PM, the ER offered snacks and drinks to other four residents, who gathered at the dining room and the nearby family room.

Review of staff qualifications showed a copy of food handling permit for the ER that was expired on 04/05/19. There was no other valid food handling permit, or continuing education certificate about safe food handling.

During the interview at 11:20 AM on 11/26/19, the ER stated that she thought the card was effective for two more years after 2019.

#### 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, Best Adult Care AFH LLC is or will be in compliance with this law and / or regulation on (Date) 11/27/19. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

Chyanne Miller

Provider (or Representative)

12/12/19

Date

#### WAC 388-76-10540 Resident rights Disclosure of fees and charges Notice requirements Deposits.

(1) The adult family home must complete the department's disclosure of charges form and provide a copy to each resident admitted to the home.

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

Based on observation, interview and record review, the adult family home (AFH) failed to complete the department's disclosure of charges form, and provide a copy to two of two resident (Resident #3 and #5), whom the home admitted after August 01, 2015. This placed the Resident #3 and #5 at risk of not knowing the charges for care, services and activities that the home provided.

#### Findings included:

Observation from 10:00 AM to 4:30 PM on 11/26/19 showed Resident #3 (R#3) resided in the home. At 2:45 PM, Resident #5 (R#5) came home and received care and services.

Review of R3's records revealed the home admitted R#3 on [REDACTED] 17. The records did not have a disclosure of charges form in the file, or any signed and dated acknowledgment.

Review of R5's records revealed the home admitted R#5 on [REDACTED] 19. The records did not have a disclosure of charges form in the file, or any signed and dated acknowledgment.

During the interview at 1:15 PM on 11/16/19, the Entity Representative (ER) stated that the forms were at somewhere else; The ER would send them to the Department office the next day.

On 11/27/19, the Department received in the email the first page of Disclosure of Services with

the names of R#3 and R#5 written on each front page. On 12/04/19, the Department staff reminded the ER to submit the Disclosure of Charges for these two residents. On 12/05/19, the Department did not receive any forms submitted from the home.

#### 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, Best Adult Care AFH LLC is or will be in compliance with this law and / or regulation on (Date) 12/23/19. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

*Chyavunichulan*

Provider (or Representative)

12/12/19

Date

#### WAC 388-76-10810 Fire extinguishers.

(2) The home must ensure the fire extinguishers are:

(b) Inspected and serviced annually;

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

Based on observation and interview, the adult family home (AFH) failed to ensure two of two fire extinguishers were serviced annually. This placed all five residents (Resident #1, #2, #3, #4, and #5) at risk of harm in the event there was a fire and the fire extinguishers did not function.

#### Findings included:

Review of the AFH's map records showed the home had two stories. The first floor had six licensed bedrooms. The second floor was a non-licensed area, where the Entity Representative and family resided.

During the home tour at 2:40 PM on 11/26/19, observation showed two fire extinguishers, one mounted on the top of the main floor refrigerator, and the other on the top of the upper floor refrigerator. Both had evidence of servicing from October 2018, over one month expired. The ER stated that the servicing company missed their appointment last week.



**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, Best Adult Care AFH LLC is or will be in compliance with this law and / or regulation on (Date) 11/26/19. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

*Christina Wickham*

12/12/19

Provider (or Representative)

Date

**WAC 388-76-10845 Emergency drinking water supply. The adult family home must have an on-site emergency supply of drinking water that:**

**(5) Is replaced every six months, unless it is sealed and commercially bottled; and**

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

Based on observation and interview, the adult family home (AFH) failed to ensure the self-refilled emergency water was replaced every six months. This failure placed all five current residents (Resident #1, R#2, #3, #4, and #5) and two live-in staff at risk for physical harm from having emergency drinking water with unknown refill dates.

**Findings included:**

Review of Department records showed the home was licensed for six residents. The Entity Representative (ER) stated in a staff scheduling review, at 10:35 AM on 11/26/19, that she and Caregiver A (CG A) lived upstairs.

During the home tour at 2:30 PM on 11/26/19, observation showed four 5-gallon store-bought water containers in the shed outside of the home. Upstairs there was a 5-gallon and a 3-gallon container filled with water. There was no date on the containers of when the water was filled, or expired.

During the interview at 2:50 PM, CG A, who showed the emergency drinking water, stated that they filled the water often, but did not write or keep track of a date of refill dates on the bottles.

**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, Best Adult Care AFH LLC is or will be in compliance with this law and / or regulation on (Date) 11/26/19. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

*Christina ...*

Provider (or Representative)

*12/14/19*

Date

**WAC 388-76-10175 Background checks Employment Conditional hire Pending results of Washington state name and date of birth background check. An adult family home may conditionally employ a person directly or by contract, pending the result of a Washington state name and date of birth background check, provided the home:**

- (1) Submits the Washington state name and date of birth background check no later than one business day after conditional employment;
- (3) Does not allow the individual to have unsupervised access to any resident;
- (4) Ensures direct supervision, as defined in WAC 388-76-10000 , of the individual; and

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

Based on interview and record review, the adult family home (AFH) failed to obtain a background check (BGC) for two of two former staff (Caregiver B and C) within one day since hire date, and ensure supervised access to resident until the BGC result was obtained with no disqualifying findings. This failure placed all five residents five residents (Residents #1, #2, #3, #4, and #5) at risk of harm from staff with an unknown background.

**Findings included:**

Review of staff records show the AFH hired CG B and A from 10/01/19 to 10/08/19. There was no records of any BGC for both caregivers. There was a copy of State patrol screening dated 04/11/16 for these two caregivers.

During the interview at 2:00 PM on 11/26/19, the Entity Representative (ER) stated that she hired these two caregivers for one week from an agency that she owned, while the ER and Caregiver A (no other available caregivers) were going out of town. The ER said it seemed CG B and C did submit application for BGC and the confirmation code numbers would be adequate. When asked for the confirmation number or authorization form for BGC, the ER said the home did not have a copy in file.

The AFH allowed staff with no BGC to work independently with unsupervised access to all residents.

Statement of Deficiencies

License #: 753704

Completion Date

Plan of Correction

Best Adult Care AFH LLC

December 6, 2019

Page 10 of 10

Licensee: Best Adult Care LLC

**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, Best Adult Care AFH LLC is or will be in compliance with this law and / or regulation on (Date) 12/13/19. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

*Chyavunuchulan*

Provider (or Representative)

12/12/19.

Date