



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

June 2, 2021

CERTIFIED MAIL

9489 0090 0027 6318 7225 31

Manor Care AFH LLC
Manor Care AFH LLC
28704 18th Ave S Apt V202
Federal Way, WA 98003

RE: Manor Care AFH LLC License #754107

Dear Provider:

The Department completed a complaint investigation of your Adult Family Home on May 28, 2021 and found that your home does not meet the adult family home licensing requirements below.

The Department staff who did the investigation and provided consultation:
Sharon Judie, Community Complaint Investigator

Consultation:

WAC 388-76-10615 Resident rights Transfer and discharge.

- (5) The home must include the following in the written notice specified in subsection (2) of this section:
- (c) The location where the resident is transferred or discharged;
 - (6) The home must give residents enough preparation and orientation to ensure a safe and orderly transfer or discharge from the home.

The AFH Provider provided the Resident 1 with discharge letter and sent the Resident 1 a text the same day while the resident was in an appointment not to come back to the AFH. The AFH did not ensure the discharge letter has a safe place for Resident to be discharged to. The AFH Provider rescinded the letter and allowed Resident 1 to comeback and stay in the AFH until a safe place for discharge is found.

You Must:

- Begin the process of correcting the deficiency or deficiencies immediately; and
- Complete correction as soon as possible.

You Are Not:

- Required to submit a plan-of-correction for the deficiency or deficiencies found.

The Department May:

- Inspect the home to determine if you have corrected all deficiencies.

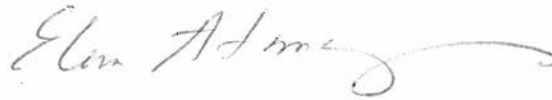
You May:

- Ask for an informal dispute resolution meeting, according to the attached "Informal Dispute Resolution" instructions; and
- Ask questions and provide written information to help clarify or dispute the deficiencies.

If You Have Any Questions:

- Please contact me at (253) 234-6007.

Sincerely,



Elena Atanasova, Field Manager
Region 2, Unit G
Residential Care Services



**Residential Care Services
Investigation Summary Report**

Provider/Facility: Manor Care AFH LLC (1163052) **Intake ID(s):** 3763971
License/Cert. #: AF754107
Investigator: Judie, Sharon **Region/Unit:** RCS Region 2/Unit G **Investigation Date(s):** 02/17/2021 through 05/28/2021
Complainant Contact Date(s): 05/04/2021

Allegations:

1. There is allegation of a pattern of emotional abuse and neglect of the named resident (NR) by the adult family home (AFH) staff. The AFH staff texted the NR when they were out for an appointment and told the NR they could not return to the AFH.
 2. The AFH staff used chemicals that made the NR and other residents sick.
-

Investigation Methods:

- | | | | |
|--|--|--|-------------------------|
| <input checked="" type="checkbox"/> Sample: | Residents | <input checked="" type="checkbox"/> Observations: | General AFH environment |
| <input checked="" type="checkbox"/> Interviews: | Residents, NR, AFH staff, person not affiliated (PNA) with AFH | <input checked="" type="checkbox"/> Record Reviews: | AFH record |
-

Allegation Summary:

1. Observation of the AFH showed five residents and one caregiver present in the home. The NR observed in their bedroom.

In an interview, the AFH Provider stated they sent the NR the text because the NR did not want to live in the AFH any longer and it was past the 30 days since they provided the NR the transfer/discharge. When asked if they had a safe location for the NR to move to, the provider stated No because the NR did not like any of the AFHs suggested. The AFH provider stated they would rescind the transfer/discharge notice and have the NR return to the AFH the same day. The AFH Provider stated they now know they had to ensure the NR had a safe place to transition to and would remain at the AFH until so.

In an interview, the NR stated they received the text from the AFH Provider and did not know what to do. The NR talked to a supervisor in Home and Community Services and was told they would be taken back to the AFH by the transportation van.

Interviewed residents denied they had concerns related to care, services, abuse or neglect.

In an interview, the PNA stated they were called by the NR that the AFH Provider texted the NR not to return to the AFH.



**Residential Care Services
Investigation Summary Report**

Unalleged Violation(s): Yes No

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

Consultation 05/28/2021