STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
800 NE 136th Ave, Suite 200, Vancouver, WA 98684

Saint Mary Home Care Inc

Saint Mary Home Care Inc
2709 NE 166th Pl
Vancouver, WA 98684

RE: Saint Mary Home Care Inc License # 756843

Dear Provider:

This letter addresses Compliance Determination(s) 47322 (Completion Date 09/17/2024) and 43136 (Completion Date 08/08/2024).

The Department completed a follow-up inspection of your Adult Family Home on 09/17/2024 and found that you have corrected the violations listed in the Complaint report dated 08/08/2024. Your home is back in compliance as of 08/13/2024 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 388-76-10400-3-a

The Department staff who did the on-site verification:
Priscilla Changa, Nursing Home Complaint Investigator

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

Sincerely,

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

STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
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800 NE 136th Ave, Suite 200, Vancouver, WA 98684

Statement of Deficiencies	License #: 756843	Compliance Determination # 43136
Plan of Correction	Saint Mary Home Care Inc	Completion Date
Page 1 of 4	Licensee: Saint Mary Home Care Inc	08/08/2024

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 06/25/2024 and 08/06/2024 of:

Saint Mary Home Care Inc
2709 NE 166th Pl
Vancouver, WA 98684

This document references the following complaint number(s): 134172, 140893

The following sample was selected for review during the unannounced on-site visit: 4 of 6 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Priscilla Changa, Nursing Home Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3 , Unit F
800 NE 136th Ave, Suite 200
Vancouver, WA 98684

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

08/13/2024
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.

Statement of Deficiencies	License #: 750643	Compliance Determination # 43136
Plan of Correction	Saint Mary Home Care Inc	Completion Date
Page 2 of 4	Licensee: Saint Mary Home Care Inc	08/08/2024

Provider (or Representative) 08/13/24 Date

WAC 388-76-10400 Care and services. The adult family home must ensure each resident receives:

(3) The care and services in a manner and in an environment that

(a) Actively supports, maintains or improves each resident's quality of life;

This requirement was not met as evidenced by:

Based on observation, interview, and record review the provider failed to ensure 2 of 3 sampled residents (Resident 1/R1 and Resident 2/R2) were provided with the necessary care and services that enhanced or maintained the resident's quality of life and dignity when staff placed several incontinent pads on the residents. This failure placed the resident at risk for experiencing skin breakdown, unmet care needs and a diminished quality of life

Findings included...

Resident 1

Review of R1's negotiated care plan, dated 07/23/2024 showed the resident was admitted to the home on [redacted]/2023 with multiple diagnosis including [redacted]. The record showed R1 was incontinent and dependent on staff for toileting needs. The record instructed staff to change R1's incontinent pads every two hours.

An observation on 08/08/2024 at 1:13 PM, showed R1 was laying on their back in bed and a caregiver was assisting with dressing and toileting needs. R1 was observed to have 5 different types of incontinent pads on them, an insert pad, three full briefs and a pull up and a wound dressing on their bottom.

During an interview on 08/08/2024 at 1:15 PM, Staff B, Caregiver stated that R1 urinates a lot and they placed 5 different types of incontinent pads on R1 to keep R1 dry. Staff B said they have been putting multiple incontinent pads on R1 since June 2024 when the resident had a wound on their bottom. Staff B said the wound had since resolved and the dressing was for protection.

During an interview on 08/08/2024 at 1:17 PM, Staff A, Provider stated that the staff

Provider (or Representative) Date

WAC 388-76-10400 Care and services. The adult family home must ensure each resident receives:

(3) The care and services in a manner and in an environment that:

(a) Actively supports, maintains or improves each resident's quality of life;

This requirement was not met as evidenced by:

Based on observation, interview, and record review the provider failed to ensure 2 of 3 sampled residents (Resident 1/R1 and Resident 2/R2) were provided with the necessary care and services that enhanced or maintained the resident's quality of life and dignity when staff placed several incontinent pads on the residents. This failure placed the resident at risk for experiencing skin breakdown, unmet care needs and a diminished quality of life.

Findings included…

Resident 1

Review of R1's negotiated care plan, dated 07/23/2024 showed the resident was admitted to the home on [redacted]/2023 with multiple diagnosis including [redacted] ([redacted]). The record showed R1 was incontinent and dependent on staff for toileting needs. The record instructed staff to change R1's incontinent pads every two hours.

An observation on 08/06/2024 at 1:13 PM, showed R1 was laying on their back in bed and a caregiver was assisting with dressing and toileting needs. R1 was observed to have 5 different types of incontinent pads on them, an insert pad, three full briefs and a pull up and a wound dressing on their bottom.

During an interview on 08/06/2024 at 1:15 PM, Staff B, Caregiver stated that R1 urinates a lot and they placed 5 different types of incontinent pads on R1 to keep R1 dry. Staff B said they have been putting multiple incontinent pads on R1 since June 2024 when the resident had a wound on their bottom. Staff B said the wound had since resolved and the dressing was for protection.

During an interview on 08/06/2024 at 1:17 PM, Staff A, Provider stated that the staff

placed 5 different types of incontinent products on R1 to prevent urine getting onto R1's wound on their bottom. The provider said that R1's wound had since resolved.

Resident 2

Review of R2' negotiated care plan, dated 06/12/2024 showed R2 was admitted to the home with multiple diagnosis including [redacted] ([redacted]). The record showed R2 was incontinent of bowel and bladder and was dependent on toileting needs. The record instructed staff to change R2 every two hours and as needed.

An observation on 08/06/2024 at 1:23 PM, showed R2 was lying in bed on their back and the provider was assisting the resident with toileting needs. R1 was observed to have 5 different types of incontinent pads on them, an insert pad, three full briefs and a pull up. Three of the incontinent pads were saturated with urine.

During an interview on 08/06/2024 at 1:25 PM, Staff B, Caregiver said another caregiver had placed the 5 different incontinent pads on R2 and the resident was last changed at around 8:00 AM by Staff C, caregiver. Staff B said they had not changed R1 between 8:00 AM and 1:25 PM at the time of interview.

During an interview on 08/06/2024 at 1:26 PM, the provider said they did not know why R2 had multiple briefs on them.

During an interview on 08/06/2024 at 2:02 PM, the provider said "absolutely" the staff should not be putting multiple incontinent products on residents.

During an interview on 08/06/2024 at 3:44 PM, Staff C, Caregiver stated they changed R2 every 2-3 hours. Staff C stated that they had placed four different types of incontinent pads on R2 the morning of 08/06/2024. Staff C said it was their practice to put "sometimes 4-5 and sometimes 3-4" incontinent pads. Staff C said they placed 4 incontinent pads while R2 was awake and 3 at bedtime. Staff C said they placed multiple incontinent pads on R2 because R2 pulled the briefs off and threw them to the floor.

Attestation Statement

Statement of Deficiencies	License #: 756843	Compliance Determination # 43136
Plan of Correction	Saint Mary Home Care Inc	Completion Date
Page 4 of 4	Licensee: Saint Mary Home Care Inc	08/08/2024

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, Saint Mary Home Care Inc is or will be in compliance with this law and / or regulation on (Date) 08/13/24.

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

Provider (or Representative) — Date: 08/13/24

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, Saint Mary Home Care Inc is or will be in compliance with this law and / or regulation on (Date)_____ .

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

Provider (or Representative) Date