



**STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES**

**Aging and Disability Services
Aging and Long-Term Support Administration
PO Box 45600, Olympia, WA 98504-5600**

December 16, 2014

CERTIFIED MAIL 7008 1300 0000 7160 5581

Administrator
Redmond Heights Senior Living
7950 Willows Road NE
Redmond, WA 98052

Assisted Living Facility License #**2235**
Licensee: Moss Bay Senior Living Inc.

**IMPOSITION OF CONDITIONS ON A LICENSE AND
STOP PLACEMENT ORDER PROHIBITING ADMISSIONS**

Dear Administrator:

On December 3, 2014, the Department of Social and Health Services (DSHS), Residential Care Services completed an inspection/investigation at your facility. This letter constitutes formal notice of imposition of conditions on the license and stop placement order prohibiting admissions for your assisted living facility, also known as **Redmond Heights Senior Living**, located at **7950 Willows Road NE, Redmond**, by the State of Washington, Department of Social and Health Services. These actions are taken under the authority granted pursuant to Laws of 1998, Chapter 272 and RCW 18.20.190.

The conditions on the license and stop placement order prohibiting admissions are based on the following violations of the RCW and/or WAC as described in the attached Statement of Deficiencies (SOD) report dated **December 3, 2014**.

Stop Placement order prohibiting admissions

WAC 388-78A-2600(2)(i) – Policies and procedures.

The licensee failed to assume general responsibility for the safety and well-being of one resident and failed to implement policies and procedures regarding supervision and monitoring of residents.

WAC 388078A-2700(1)(2)(c)(ii) – Safety measures and disaster preparedness.

The licensee failed to promote the safety of one resident and failed to determine circumstances of an incident of elopement for one resident.

The stop placement order prohibiting admissions to your assisted living facility is effective immediately upon verbal notice to you on **December 15, 2014**, and certified mail receipt of this letter and the attached Statement of Deficiencies report. The stop placement order prohibiting admissions will not be postponed pending an administrative hearing or informal dispute resolution process, as is required by RCW 18.20.190(4). The stop placement applies to all new admissions, re-admissions, and transfer of residents.

During the stop placement, you may not admit any new resident to your assisted living facility. In addition, you may not allow any resident who was absent from the home due to a temporary non-out-patient stay (not including out-patient treatment) at a hospital, nursing home or other treatment center to return during the stop placement unless you obtain advance approval from the department. You may request such approval by contacting Delores Usea, Field Manager at (253) 234-6007.

Because it may not be possible to reach the Field Manager on a weekend or holiday, any pre-approval requests should be made as soon as possible during the business week. Such exceptions are made at the sole discretion of the department on a case-by-case basis. The department may impose sanctions or take other legal action if you fail to comply with the stop placement of admissions.

The department will terminate the stop placement order prohibiting admissions when the violations necessitating the stop placement have been corrected and you exhibit the capacity to maintain adequate care and service.

Conditions on License

WAC 388-78A-2600(2)(i) – Policies and procedures.

The licensee failed to assume general responsibility for the safety and well-being of one resident and failed to implement policies and procedures regarding supervision and monitoring of residents.

WAC 388078A-2700(1)(2)(c)(ii) – Safety measures and disaster preparedness.

The licensee failed to promote the safety of one resident and failed to determine circumstances of an incident of elopement for one resident.

The department has determined that the following conditions shall be placed on your assisted living facility license:

- *The facility will hire, at its own expense, a consultant to assist the facility to revise as necessary and train staff how to implement investigations into alleged neglect, abuse, accident or incidents jeopardizing or affecting a resident's health or life.*
- *The facility will hire, at its own expense, a consultant to assist the facility in developing policies and procedures regarding supervision and monitoring of residents; to include how to supervise and monitor residents who are exit seeking.*
- *The licensee must post this Notice of Conditions of Operation, with the license, in a visible location in a common use area.*

These conditions are effective on **December 15, 2014**, and remain in effect until lifted by formal Department of Social and Health Services notice.

NOTE: These are the violations which resulted in the conditions on a license and stop placement order prohibiting admissions; see the attached Statement of Deficiencies for any additional violations.

Attestation (Plan of Correction):

Return the enclosed SOD within 10 calendar days with the following:

- The date you have or will have each deficiency corrected;
- A signature and date attesting that you are taking actions to correct and maintain correction for each cited deficiency.

Return the signed and dated SOD to:

Delores Usea, Field Manager
District 2, Unit C
20425 – 72nd Avenue South, Suite 400
Kent, WA 98032-2388
Phone: (253) 234-6007 / Fax: (253) 395-5071

Appeal Rights:

You have two appeal rights: Informal Dispute Resolution (IDR) and an Administrative Hearing. Each has a different request timeline.

Administrator
Redmond Heights Senior Living
December 16, 2014
Page 4

Informal Dispute Resolution [RCW 18.20.195]

You have an opportunity to challenge the deficiencies and/or enforcement actions through the state's IDR process. **All IDR requests must be in writing and include:**

- The deficiencies you are disputing; and
- The method of review you prefer (face-to-face, telephone conference or documentation review).

The written request must be received by the 10th working day from receipt of this letter.

During the IDR process you will have the opportunity to present written and/or oral evidence to dispute the deficiencies.

Send your written request to:

Informal Dispute Resolution Program Manager
Residential Care Services
PO Box 45600
Olympia, Washington 98504-5600
Fax (360) 725-3225

Formal Administrative Hearing

You may contest the conditions on a license and stop placement order prohibiting admissions by requesting a formal administrative hearing to challenge the deficiencies which resulted in the conditions on a license and stop placement order prohibiting admissions. **All hearing requests must be in writing and include:**

- A copy of this letter; and
- A copy of the Statement of Deficiencies.

The written request must be received within twenty-eight (28) calendar days of receipt of this letter.

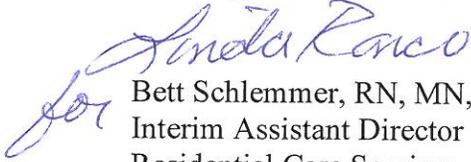
Send your **written** request to:

Office of Administrative Hearings
PO Box 42489
Olympia, Washington 98504-2489

Administrator
Redmond Heights Senior Living
December 16, 2014
Page 5

If you have any questions, please contact Delores Usea, Field Manager at (253) 234-6007.

Sincerely,


for Bett Schlemmer, RN, MN, MPA
Interim Assistant Director
Residential Care Services

Enclosure

cc: Linda Ronco, Compliance Specialist
Field Manager, District 2, Unit C
RCS District Administrator, District 2
HCS District Administrator, District 2
DDA District Administrator, District 2
WA LTC Ombuds
Valentina Karnafel, HCS
NDL