



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

November 25, 2019

Highlander Place AID Opco LLC
Highlander Place
114 Corduroy Rd
Kelso, WA 98626

RE: Highlander Place License #2348

Dear Administrator:

The Department completed a follow-up inspection of your assisted living facility on November 1, 2019 for the deficiency or deficiencies cited in the report/s dated September 13, 2019 and found no deficiencies.

The Department staff who did the follow-up inspection:
Ginger Larson, Licensors
Desiree Jeschke, NCI ALF/AFH COMPLAINT INVESTIGATOR

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: Highlander Place (920650)

Intake ID(s): 3665838

License/Cert. #: AL2348

Investigator: Jeschke, Desiree

Region/Unit: RCS Region 3/Unit E

Investigation Date(s): 09/09/2019 through 09/13/2019

Complainant Contact Date(s):

Allegations:

Quality of care and treatment and Resident/Patient/Client Rights - 1. Resident pain medication taken away, resident is on different medication and in a lot of pain. 2. Person trying to get money away from resident. 3. Visitors showing up at night to ask resident for money. 4. Taking resident's checkbook and showing off to staff.

Investigation Methods:

Sample: 3 Residents

Observations: General environment, resident-staff interactions, resident verbal and non verbal behavior, and resident's appearance

Interviews: Named resident, residents, staff and administrative staff

Record Reviews: Medical records to include physician orders, medication administration records, assessments, care plans, progress notes and short term monitoring notes.

Allegation Summary:

Quality of care and treatment and Resident/Patient/Client Rights - 1. Record review showed physician orders to change pain medication. From interview resident and new pain medication effective - unable to substantiate allegation. 2. From interview resident identified no person trying to take money from resident. - unable to substantiate allegation 3. From resident interview, a visitor came to stay with member when resident wanted - unable to substantiate allegation. 4. From Interview, resident identified no person taking resident's possessions- unable to substantiate.

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



**Residential Care Services
Investigation Summary Report**

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

Chemicals and hazardous supplies left unsecured - Housekeeping chemical cleaner not locked up and paint and wall texture supplies not secured from residents - failed practice identified.

Conclusion / Action: **Failed Provider Practice Identified / Citation(s) Written**

Failed Provider Practice Not Identified / No Citation Written

Chemicals and hazardous supplies left unsecured - Housekeeping chemical cleaner not locked up and paint and wall texture supplies not secured from residents - failed practice identified. See Statement of Deficiencies dated 09/13/2019.

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Statement of Deficiencies	License #: 2348	Completion Date
Plan of Correction	Highlander Place	September 13, 2019
Page 1 of 3	Licensee: Highlander Place AID Opco LLC	

You are required to be in compliance at all times with all licensing laws and regulations to maintain your assisted living facility license.

This document references the following complaint number: 3665838

The department has completed data collection for the unannounced on-site complaint investigation on 9/9/2019 of:

Highlander Place
 114 Corduroy Rd
 Kelso, WA 98626

The following sample was selected for review during the unannounced on-site complaint investigation : 3 of 36 current residents and 0 former residents.

The department staff that inspected and investigated the assisted living facility:

Desiree Jeschke, NCI ALF/AFH COMPLAINT INVESTIGATOR

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

RECEIVED

OCT 09 2019

DSHS RCS
 REGION 3

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.

B. Mc Coy for Karyl Ramsey
 Residential Care Services

9/27/19
 Date

I understand that to maintain an assisted living facility license I must be in compliance with all the licensing laws and regulations at all times.

[Signature]
 Administrator (or Representative)

10/2/19
 Date

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

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WAC 388-78A-3100 Safe storage of supplies and equipment. The assisted living facility must secure potentially hazardous supplies and equipment commensurate with the assessed needs of residents and their functional and cognitive abilities. In determining what supplies and equipment may be accessible to residents, the assisted living facility must consider at a minimum:

(2) The degree of hazardousness or toxicity posed by the supplies or equipment;

This requirement was not met as evidenced by:

Based on observation and interview the facility failed to secure hazardous supplies when staff left a bottle of cleaning detergent on the housekeeping cart unattended outside a resident's room and also staff left a door open to a room that had a 5 gallon open paint bucket and wall texture containers. This failure placed residents at risk for harm or injury from physical contact or ingestion of hazardous chemicals.

Findings included...

Observation on 09/09/19 at 12:00 PM observed a housekeeping cart outside a resident's room in the hallway unattended. An antibacterial all purpose cleaner bottle was on the cart.

In interview on 09/19/19 at 12:03 PM, Staff B (Housekeeper) regarding the cart being left in the hallway, Staff B stated that the bottle was a disinfected all purpose cleaner. When asked if the facility has cognitively impaired residents, Staff B stated yes.

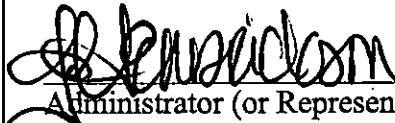
Observation on 09/19/19 at 12:05 PM noted an open door from a hallway to a room that had paint buckets , wall texture cans, hand tools, and a 5 gallon bucket of paint open with paint in the bucket.

In an interview on 09/19/19 at 12:04 PM with Staff A (Executive Director), the investigator reviewed the observation of the room and door being open with paint and wall texture containers and tools accessible to residents. Staff A stated that they can lock the door.

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, Highlander Place is or will be in compliance with this law and / or regulation on (Date) 10/1/2019. In addition, I will implement a system to monitor and ensure continued compliance with this requirement.

I understand that to maintain an assisted living facility license, the facility must be in compliance with the licensing laws and regulations at all times.



Administrator (or Representative)

10/2/19

Date