



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
AGING AND LONG-TERM SUPPORT ADMINISTRATION  
**PO Box 45819, Olympia, WA 98504**

November 12, 2019

Highland Court Operating Company LLC  
Highland Court Memory Care  
1704 Melody Ln  
Port Angeles, WA 98362

RE: Highland Court Memory Care License #2378

Dear Administrator:

The Department completed a follow-up inspection of your assisted living facility on November 6, 2019 for the deficiency or deficiencies cited in the report/s dated September 12, 2019 and found no deficiencies.

The Department staff who did the follow-up inspection:  
Phan Pham, Nurse Surveyor

If you have any questions please, contact me at (360) 664-8421.

Sincerely,

A handwritten signature in black ink that reads "Chris Cornell".

Chris Cornell, Field Manager  
Region 3, Unit D  
Residential Care Services



**Residential Care Services  
Investigation Summary Report**

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**Provider/Facility:** Highland Court Memory Care (985892)      **Intake ID(s):** 3667936  
**License/Cert. #:** AL2378  
**Investigator:** Pham, Phan      **Region/Unit:** RCS Region 3/Unit D      **Investigation Date(s):** 09/12/2019 through 09/12/2019  
**Complainant Contact Date(s):**

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**Allegations:**

A staff member appeared to be high on illegal substance, quality of care.

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**Investigation Methods:**

**Sample:** Four current sampled residents.

**Observations:** Residents, resident to resident interactions, environment, staff interactions with residents, staff members providing care and services and safety measures.

**Interviews:** Residents and interdisciplinary team members.

**Record Reviews:** Sampled residents and incident reports. Personnel files.

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**Allegation Summary:**

An on-site investigation was conducted and the allegation identified in the intake related to quality of care and treatment were reviewed. The facility failed to verify to ensure the perspective employees had three positive references prior to employment for two of two staff members. Additional residents reviewed for care, services and safety had no concerns.

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

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

**Failed Provider Practice Not Identified / No Citation Written**

The facility failed to verify to ensure the perspective employees had three positive references prior to employment for two of



**Residential Care Services  
Investigation Summary Report**

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two staff members. Failed facility practice identified.



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SEP 27 2019

DSHS RCS  
 REGION 3

Statement of Deficiencies	License #: 2378	Completion Date
Plan of Correction	Highland Court Memory Care	September 12, 2019
Page 1 of 2	Licensee: Highland Court Operating Company 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 numbers: 3666341 , 3667660 , 3667936

The department has completed data collection for the unannounced on-site complaint investigation on 9/12/2019 of:

Highland Court Memory Care  
 1704 Melody Ln  
 Port Angeles, WA 98362

The following sample was selected for review during the unannounced on-site complaint investigation : 4 of 37 current residents and 0 former residents.

The department staff that inspected and investigated the assisted living facility:  
 Phan Pham, RN, Nurse Surveyor

From:  
 DSHS, Aging and Long-Term Support Administration  
 Residential Care Services, Region 3, Unit D  
 PO Box 45819  
 Olympia, WA 98504  
 (360)664-8421

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.

*Chris Cornell*

Residential Care Services

*Sept 18 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.

*Heidi Holligan*

Administrator (or Representative)

*9.23.19*

Date

**WAC 388-78A-2468 Background checks Employment Conditional hire Pending results of Washington state name and date of birth background check. The assisted living facility may conditionally hire an administrator, caregiver, or staff person directly or by contract, pending the result of the Washington state name and date of birth background check, provided that the assisted living facility:**

(3) Has received three positive references for the person;

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

Based on interview and record review, the facility failed to verify to ensure the perspective employees had three positive references prior to employment for two of two staff members (Medication Tech A and B) reviewed. This failure placed the residents at risk for abuse, neglect and/or financial exploitation.

**Findings included...**

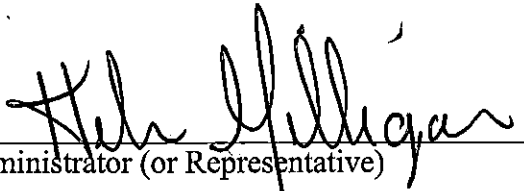
On 09/12/19 review of staff personnel records showed Medication Tech (MT) A was hired on 05/03/19 and two references were completed for MT A. Medication Tech B was hired on 08/07/19 and one reference was completed for MT B.

During an interview on 09/12/19 at 5:00 PM, the Executive Director (ED) stated the facility's secretary or the management staff members were responsible for checking the perspective employees' references. The ED said references were supposed to be completed prior to the employment and she thought one positive reference per employee was sufficient.

**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, Highland Court Memory Care is or will be in compliance with this law and / or regulation on (Date) 11.1.19. 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)

9.23.19  
\_\_\_\_\_  
Date