STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
8517 E Trent Ave, Ste 102, Spokane Valley, WA 99212

Valentine Extended Care AFH, LLC
Valentine Extended Care AFH LLC
7302 E 12th Ave
Spokane Valley, WA 99212

RE: Valentine Extended Care AFH LLC License # 754534

Dear Provider:

This letter addresses Compliance Determination(s) 32451 (Completion Date 11/14/2023) and 29922 (Completion Date 09/26/2023).

The Department completed a follow-up inspection of your Adult Family Home on 11/14/2023 and found that you have corrected the violations listed in the Complaint report dated 09/26/2023. Your home is back in compliance as of 10/16/2023 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 388-76-10355-1, WAC 388-76-10355-2, WAC 388-76-10355-3, WAC 388-76-10400-2

The Department staff who did the on-site verification:
Kortne Reed, NCI Complaint Investigator

If you have any questions, please contact me at (509)323-7321.

Sincerely,

Tamara Tredo

Tamara Tredo, Field Manager
Region 1, Unit E
Residential Care Services

Residential Care Services
Investigation Summary Report

Provider/Facility: Valentine Extended Care AFH LLC
License/Cert.#: 754534
Compliance Determination #: 29922
Investigator: Kortne Reed
Provider Type: Adult Family Home
Intake ID: 97819
Region/Unit #: RCS Region 1 / Unit E
Investigation Date(s): 09/22/2023 through 09/26/2023
Complainant Contact Date(s): 10/10/2023

Allegation(s):
A named resident is not receiving adequate care and services.

Investigation Methods:

Sample:	Total residents: 5 Resident sample size: 2 Closed records sample size: 0
Observations:	General environment Resident and staff interaction Resident cleanliness/hygiene
Interviews:	Residents, caregiver, provider and 2 persons unrelated to the home
Record Reviews:	Resident assessment, care plan, nursing notes, home health notes

Investigation Summary:
The named resident stated that they had no concerns with care and services provided in the home. A person unrelated to the home stated that they had observed on multiple occasions that the resident was not receiving adequate perineal and catheter care. The provider stated that they had been notified and educated on the need for more thorough and frequent perineal and catheter care. Record review of nursing notes showed that the caregivers were notified of the need for more thorough and frequent care. Record review of the resident's negotiated care plan showed that there was no direction to caregivers on how this care should be provided or how often. A citation was written for WAC 388-76-10400(2) due to caregivers not providing adequate care and services. A citation was written for WAC 388-76-10355(1)(2)(3) due to the negotiated care plan not addressing who would provide care, how care should be provided, and how often it should occur.

Conclusion / Action:

☒ Failed Provider Practice Identified / Citation(s) Written

☐ Failed Provider Practice Not Identified / No Citation Written

☐ N/A

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Statement of Deficiencies	License #: 754534	Compliance Determination # 29922
Plan of Correction	Valentine Extended Care AFH LLC	Completion Date
Page 1 of 5	Licensee: Valentine Extended Care AFH, LLC	09/26/2023

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 09/22/2023 and 09/22/2023 of:

Valentine Extended Care AFH LLC
7302 E 12th Ave
Spokane Valley, WA 99212

This document references the following complaint number(s): 97819

The following sample was selected for review during the unannounced on-site visit: 2 of 5 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Kortne Reed, NCI Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 1 , Unit E
8517 E Trent Ave, Ste 102
Spokane Valley, WA 99212

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.

Tamara Tredo
Residential Care Services

10/10/2023
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 #: 754534	Compliance Determination # 29922
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Page 2 of 5	Licensee: Valentine Extended Care AFH, LLC	09/26/2023

Provider (or Representative)

10/16/2023
Date

WAC 388-76-10355 Negotiated care plan. The adult family home must use the resident assessment and preliminary care plan to develop a written negotiated care plan. The home must ensure each resident's negotiated care plan includes:

(1) A list of the care and services to be provided;

(2) Identification of who will provide the care and services;

(3) When and how the care and services will be provided;

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to include information in the negotiated care plan (NCP) related to how often catheter and toileting care needed to be completed for 1 of 5 residents (Resident 1). This failure placed the resident at risk for not having their needs met related to catheter and toileting care.

Findings included...

Review of Skilled Nursing Notes from Home Health Agency dated 06/13/2023, 07/05/2023, 07/12/2023, 08/02/2023, 08/23/2023 and 09/11/2023 showed that caregivers in the AFH had been educated by the home health nurse that Resident 1 required catheter and perineal care (cleaning of the genital and rectal area) two times daily to reduce the risk for a bladder infection.

Review of Resident 1's negotiated care plan dated 08/02/2022 showed the resident had a catheter and required the assistance of two staff members to transfer to the commode. The NPC did not provide instruction on how often the resident was to receive catheter care, who was to provide the catheter care and after the resident used the commode how perineal care was to be completed.

During an interview on 09/26/2023 at 2:24 PM, Staff A, Provider, stated that there was no instruction in the NCP regarding the catheter and perineal care because the resident was able to self direct her care and tell staff when she needed assistance.

Attestation Statement

Statement of Deficiencies	License #: 754534	Compliance Determination # 29922
Plan of Correction	Valentine Extended Care AFH LLC	Completion Date
Page 3 of 5	Licensee: Valentine Extended Care AFH, LLC	09/26/2023

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, Valentine Extended Care AFH LLC is or will be in compliance with this law and / or regulation on
(Date) 10/16/2023

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

Provider (or Representative) 10/16/2023 Date

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

(2) The necessary care and services to help the resident reach the highest level of physical, mental, and psychosocial well-being consistent with resident choice, current functional status and potential for improvement or decline.

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to ensure necessary catheter and toileting care for 1 of 5 residents (Resident 1). This failure placed the resident at risk for infection and skin injury.

Findings included...

Review of Resident 1's negotiated care plan (NCP) dated 08/02/2022 showed a diagnosis of a [redacted] and [redacted] and requires assistance with toileting. The NCP showed a home health agency managed catheter once per month and the resident required assistance of two staff members to transfer on and off the commode.

Review of Resident 1's annual assessment dated 08/22/2022 showed the home health agency changed the catheter two times a month and the staff assisted with daily emptying and cleaning around the catheter site. The assessment also showed the resident required two-person assist with transfer, wiping, and clothing adjustment related to toileting.

Record review of Skilled Nursing Visit Note dated 06/13/2023 showed that the AFH caregivers had been directed to provide catheter care and perineal care (cleaning of the genital and rectal area) two times daily to help reduce the risk of bladder infections. Documentation showed that caregivers verbalized understanding.

Record review of Skilled Nursing Visit Note dated 07/05/2023 showed that the AFH caregivers had been directed to provide catheter and perineal care at least two times a day.

Documentation showed that caregiver verbalized understanding.

Record review of Skilled Nursing Visit Note dated 07/12/2023 showed that there was dried stool in Resident 1's vaginal area. Documentation shows that education was provided to caregivers regarding the importance of good perineal care and catheter care two times daily to prevent bladder infections. Documentation shows that the caregivers reported that they were only providing catheter care one time a day.

Record review of Skilled Nursing Visit Note dated 08/02/2023 showed that there was stool in the vaginal area and that the caregivers were educated on the importance of ensuring the perineal area was cleaned well.

Record review of Skilled Nursing Visit Note dated 08/23/2023 showed there was dry stool in the vaginal area as well as the groin (area between the abdomen and the thigh). Documentation showed education was provided on the importance of cleaning the vaginal area well to prevent bladder infections and skin breakdown.

Record review of Skilled Nursing Visit Note dated 09/11/2023 showed that there was dried stool in the vaginal area and that caregivers were educated on the importance of proper perineal care and catheter care. Documentation showed that the caregiver verbalized understanding.

During an interview on 09/25/2023 at 10:35 AM, Collateral Contact 1 (CC1), Registered Nurse, stated that they had managed Resident 1's catheter care for several months, that caregivers had been educated on proper perineal and catheter care to prevent bladder infections on multiple occasions, and that they repeatedly found stool in the vaginal area during visits. CC1 stated that the caregivers had verbalized understanding that this care must be completed at least twice daily.

During an interview on 09/26/2023 at 12:56 PM, Staff A, Provider, stated that they had been informed of Resident 1 having dried stool in their vaginal area and they had been educated by the nurses on the importance of providing good perineal and catheter care twice daily to prevent bladder infections and skin breakdown.

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, Valentine Extended Care AFH LLC is or will be in compliance with this law and / or regulation on
(Date) 10/16/2023

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

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Plan of Correction	Valentine Extended Care AFH LLC	Completion Date
Page 5 of 5	Licensee: Valentine Extended Care AFH, LLC	09/26/2023

Provider (or Representative)

10/16/2023
Date

Valentine Extended Care AFH LLC

7302 E 12th Avenue Spokane Valley WA

99212

10/16/2023

To RCS,

Ref :WAC 388-76-10355 Negotiated care plan

WAC 388-76-10400 Care and services

The provider here certifies that I have taken active measures to correct deficiencies with immediate effect by updating the residents care plan every time there is a change with personal care detail a list of care and services to be provided when and who will provide the care and services needed.

The provider will implement a system in place where care givers at the adult family home during orientation and through continued education to acknowledge understanding of what care and services each resident need at the afh.

Yours sincerely

Catherine Sadera