STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
1200 Alder Street, Union Gap, WA 98903

Pendo Homecare LLC
PENDO HOMECARE LLC
2128 W LAKESIDE DR
Moses Lake, WA 98837

RE: PENDO HOMECARE LLC License # 757465

Dear Provider:

This letter addresses Compliance Determination(s) 84762 (Completion Date 10/06/2026) and 83078 (Completion Date 09/18/2026).

The Department completed a follow-up inspection of your Adult Family Home on 10/06/2026 and found that you have corrected the violations listed in the Full report dated 09/18/2026. Your home is back in compliance as of 09/27/2026 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 388-112A-0080-3, WAC 388-76-10146-2-b, WAC 388-76-10146-6, WAC 388-76-10146-3, WAC 388-76-10455-2

The Department staff who did the off-site verification:
Melanie Hopkins, NHI-AFH Licensor

If you have any questions, please contact me at (509)572-7394.

Sincerely,

Michelle Ann Yarbrough

Michelle Yarbrough, Adult Family Home Field Manager
Region 1, Unit C
Residential Care Services

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DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
1200 Alder Street, Union Gap, WA 98903

Statement of Deficiencies	License #: 757465	Compliance Determination # 83078
Plan of Correction	PENDO HOMECARE LLC	Completion Date
Page 1 of 5	Licensee: Pendo Homecare LLC	09/18/2026

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 the unannounced on-site full inspection on 08/31/2026 of:
PENDO HOMECARE LLC
2128 W LAKESIDE DR
Moses Lake, WA 98837

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

The department staff that inspected the Adult Family Home:

Melanie Hopkins, NHI-AFH Licensor

From:
DSHS, Home and Community Living Administration
Residential Care Services, Region 1 , Unit C
1200 Alder Street
Union Gap, WA 98903

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Statement of Deficiencies	License #: 757465	Compliance Determination # 83078
Plan of Correction	PENDO HOMECARE LLC	Completion Date
Page 2 of 5	Licensee: Pendo Homecare LLC	09/18/2026

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.

Michelle Ann Garbrough
Residential Care Services

09/22/2026
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.

Provider (or Representative)

9/27/26
Date

WAC 388-112A-0080 Who is required to complete the seventy-hour long-term care worker basic training and by when? The following individuals must complete the seventy-hour long-term care worker basic training unless exempt as described in WAC 388-112A-0090 : Adult family homes.

(3) Long-term care workers in adult family homes within one hundred twenty days of date of hire. Long-term care workers must not provide personal care without direct supervision until they have completed the seventy-hour long-term care worker basic training. Assisted living facilities.

WAC 388-76-10146 Qualifications Training and home care aide certification.

(2) The adult family home must ensure all adult family home caregivers, entity representatives, and resident managers hired on or after January 7, 2012, meet the long-term care worker training requirements of chapter 388-112A WAC, including but not limited to:

(b) Basic;

(3) All persons listed in subsection (2) of this section, must obtain the home-care aide certification if required by this section or chapters 246-980 or 388-112A WAC.

(6) The adult family home must ensure that all staff receive the orientation and training necessary to perform their job duties.

This requirement was not met as evidenced by:

Based on observation, interview, and record review, the Adult Family Home (AFH) failed to ensure that 1 of 3 caregiving staff (Staff C) had completed the home care aide (HCA) certification process within 120 days of hire. This failure placed residents at risk of receiving care from an unqualified caregiver.

Findings included . . .

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On 08/31/2026 from 11:00 AM until 2:00 PM Staff C, Caregiver, was observed providing care and medication assistance to residents in the AFH.

Record review on 08/31/2026 showed that Staff C, hired 01/29/2026, had completed basic training classwork on 08/23/2025, they had not completed the testing and application for certification as of 08/31/2026, 94 days past the due date of 120 days from hire. Staff C held a Nursing Assistant Registered (NAR) certificate that expired 06/10/2026, 82 days overdue.

In an interview on 08/31/2026 at 12:10 PM Staff B, Resident Manager, stated that they did not realize Staff C had not completed the HCA certification process and knew that Staff C had not yet taken the tests for the certification.

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, PENDO HOMECARE LLC is or will be in compliance with this law and / or regulation on (Date) 9/27/26 .

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

Provider (or Representative) — Date: 9/27/26

WAC 388-76-10455 Medication Administration. For residents assessed with requiring the administration of medications, the adult family home must ensure medication administration is:

(2) By nurse delegation per WAC 246-840-910 through 246-840-970 ; unless

This requirement was not met as evidenced by:

Based on observation, interview, and record review, the Adult Family Home (AFH) failed to ensure that 1 of 3 caregiving staff (Staff C) had a current Nursing Assistant Registered (NAR) certificate required to assist with medications by Registered Nurse delegation. This failure placed the residents at risk of receiving medications from an unqualified caregiver.

Findings included . . .

On 08/31/2026 from 11:00 AM until 2:00 PM Staff C, Caregiver, was observed providing

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care and medication assistance to residents in the AFH.

Record review on 08/31/2026 showed that Staff C held a Nursing Assistant Registered (NAR) certificate that expired 06/10/2026, 82 days overdue.

Record review on 08/31/2026 showed Resident 3 required RN delegation for Hydrocortisone cream (topical/on skin medication to relieve itching). The August 2026 medication log was reviewed and showed Staff C applied the topical medication for Resident 3 on 08/11/2026 and on 08/30/2026, two times total.

Record review on 08/31/2026 showed Resident 4 required RN delegation for all oral medications to be crushed and administered in liquid or yogurt, on skin (topical) medications to be applied on the body, drops in the eyes/ears, or sprayed in the nose (nasal). The August 2026 medication log was reviewed and showed Staff C administered or applied the following medications between 08/01/2026 and 08/31/2026:

- Acetaminophen 325 milligrams (mg) oral for pain was administered 61 times,
- Bupropion hydrochloride 150 mg oral for mood was administered 20 times,
- Colloidal silver 30 parts per million (ppm) to equal one teaspoon oral as dietary supplement was administered 20 times,
- D-mannose 1000 mg oral for urinary tract health was administered 20 times,
- Diclofenac Sodium 4 grams (G) topical for pain was applied 75 times,
- Divalproex sodium 375 mg oral for seizure prevention was administered 22 times,
- Docusate sodium 50 mg oral for bowel constipation was administered 20 times,
- Fluticasone 50 micrograms (MCG) nasal was administered 20 times,
- Furosemide 20 mg oral for high blood pressure was administered 20 times,
- Hydroxyzine (spelled Hydroxine on med log) 25 mg oral as sleep aid was administered scheduled 14 times and three times as needed,
- Levothyroxine 100 MCG oral for thyroid regulation was administered 22 times,
- Loratadine 10 mg oral for allergy symptoms was administered 20 times,
- Mirtazapine 15 mg oral for restful sleep was administered 22 times,
- Neomycin polymyxin-hydrocortisone four drops in ear for infection was administered 17 times,
- Nystatin 1 G topical for yeast or fungal infection was applied 36 times,
- Olopatadine hydrochloride 0.2% in eyes for allergy symptoms was administered 22 times,
- Potassium cl er 10 mg oral for regulating potassium was administered 20 times,
- Probiotic formula 14 strain oral for gut health was administered 20 times,
- Risperidone 1 mg oral for mood regulation was administered 22 times,
- Senna 8.6 mg oral for bowel regularity was administered 20 times,
- Simethicone 80 mg oral for digestive gas relieve was administered 59 times,
- Polyethylene glycol 17 G oral for bowel constipation was administered one time,
- Trazadone 100 mg oral for depression was administered two times.

Record review of RN Delegator visit notes showed credential review for Staff C last occurred on 06/02/2026, eight days prior to Staff C's NAR certification expiration.

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In an interview on 08/31/2026 at 12:15 PM Staff B, Resident Manager, stated that Staff C regularly gave medications that were RN delegated as part of the care they delivered in the home.

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, PENDO HOMECARE LLC is or will be in compliance with this law and / or regulation on (Date) 9/27/26 .

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

Provider (or Representative) ISAAC MGUGI Date 9/27/26

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PENDO HOMECARE LLC
2128 W Lake side Dr
Moses Lake WA 98837, Tel: (509)707-0274 Fax: (509) 461-7948 Email: upendohomec@gmail.com

Plan of Correction

Date deficiency corrected: September 27, 2026

Deficiency

Staff C had not taken the examination required for Home Care Aide (HCA) certification and administered medications that required RN delegation.

Immediate correction

Staff C has left Pendo Homecare LLC and no longer provides care or administers medications at the facility. The provider reviewed the credentials of current staff and confirmed that their required credentials are current and have not expired. The provider also reviewed which staff members are authorized to perform RN-delegated medication tasks.

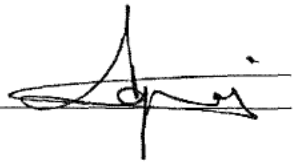
Measures to prevent recurrence

Before assigning a staff member to an RN-delegated task, the provider will verify the staff member's active qualifying credential, required delegation training, and resident-specific RN delegation. The provider will use the Syncwise management system to track credential expiration dates and alert the provider when a credential is approaching expiration or has expired. Staff whose required credentials or delegation are not current will not be assigned RN-delegated tasks until the requirements are met and verified.

Monitoring

The provider will review Syncwise alerts and staff credential records when scheduling assignments and will follow up on approaching expiration dates. The provider is responsible for ongoing compliance.

Date of correction: September 27, 2026

Provider signature:  Date: 9/27/26

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