



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
3906-172nd St NE, Suite #100, Arlington, WA 98223
07/03/2024

PSL Associates, LLC
Cordata Court, Assisted Living & Memory Care
4415 Columbine Dr
Bellingham, WA 98226

RE: Cordata Court, Assisted Living & Memory Care License # 2481

Dear Administrator:

This letter addresses Compliance Determination(s) 43442 (Completion Date 07/03/2024) and 39259 (Completion Date 05/15/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 07/03/2024 and found no deficiencies. Your facility meets the Assisted Living Facility licensing requirements.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-78A-3100-2, WAC 388-78A-3100-1

The Department staff who did the on-site verification:
Helen Fisher, Complaint Investigator

If you have any questions, please contact me at (360)651-6846.

Sincerely,

A handwritten signature in cursive script that reads "Kim Ripley".

Kimberley Ripley, Field Manager
Region 2, Unit A
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: Cordata Court, Assisted
Living & Memory Care
License/Cert.#: 2481

Provider Type: Assisted Living Facility

Intake ID: 125396

Compliance Determination #: 39259

Region/Unit #: RCS Region 2 / Unit A

Investigator: Helen Fisher

Investigation Date(s): 04/04/2024 through 05/15/2024

Complainant Contact Date(s):

Allegation(s):

The Named Resident (NR) had consumed a piece of stick a deodorant in the memory care unit.

Investigation Methods:

Sample:

Total residents: 77
Resident sample size: 3
Closed records sample size: 0

Observations:

Bathroom product in memory care unit bathroom. NR and sampled residents appearance and demeanor, hallways, dining room. staff to residents interaction, residents' social interactions.

Interviews:

NR, sampled residents, NR's family, resident care coordinator, caregiver.

Record Reviews:

NR and sampled residents' negotiated service agreement, progress notes. NR, incident report and investigation.
Assisted Living Facility (ALF) safe storage of supplies policy and procedures. Abuse and neglect policy and procedures.

Investigation Summary:

The NR was cognitively impaired. The NR was observed walking in and out other residents' apartment in the memory care unit during an unannounced visit to the ALF. The staff stated that they witnessed the NR taking a bite and swallowed approximately a teaspoon of the stick deodorant before they could get to the NR. The staff stated they called the poison control and monitor the NR for gastrointestinal reactions. The staff stated that they were not aware where the NR found the deodorant. Failed practice was found. A citation was written for non compliance with Washington Administrative Code 388-78A-3100 Safe storage of supplies and equipment. This was a recurring deficiency previously cited on 02/01/2023.

Conclusion / Action:

☒ Failed Provider Practice Identified / Citation(s) Written

- ☐ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A



Residential Care Services Investigation Summary Report

Provider/Facility: Cordata Court, Assisted
Living & Memory Care
License/Cert.#: 2481

Provider Type: Assisted Living Facility

Intake ID: 129425

Compliance Determination #: 39259

Region/Unit #: RCS Region 2 / Unit A

Investigator: Helen Fisher

Investigation Date(s): 04/04/2024 through 05/15/2024

Complainant Contact Date(s):

Allegation(s):

The Named Resident (NR) was found by a staff drinking from a glass of water that contained an estimated 5-6 pumps of hair conditioner.

Investigation Methods:

Sample:	Total residents: 77 Resident sample size: 3 Closed records sample size: 0
Observations:	NR and sampled Residents' appearance and demeanor, bathrooms, living quarters, in the memory care unit. staff providing care.
Interviews:	NR, sampled Residents, med tech, agency nurse, executive director, caregiver.
Record Reviews:	NR's and sampled Residents, negotiated service agreement, temporary service agreement, progress notes and incident investigation. Assisted Living Facility (ALF's) safe storage of supplies and equipment policy and procedures. Abuse and neglect policy and procedures.

Investigation Summary:

Five residents' bathroom countertops and unlocked covered were observed to have bathroom products for the second unannounced visit to the ALF memory care unit. Interview indicated that the NR was found drinking from a glass of water that contained an estimated 5 to 6 pumps of hair conditioner from the NRs owned bathroom. The staff called the Poison Control with the instruction to watch for nausea, vomiting and/or diarrhea. The incident was the second time that the NR ingested unsecured bathroom products. Failed practice was found. A citation was written for non compliance with WAC 388-78A-3100 Safe storage of supplies and equipment. This was a recurring deficiency previously cited on 02/01/2023.

Conclusion / Action:

- ☒ Failed Provider Practice Identified / Citation(s) Written
- ☐ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
3906-172nd St NE, Suite #100, Arlington, WA 98223

Statement of Deficiencies	License #: 2481	Compliance Determination # 39259
Plan of Correction	Cordata Court, Assisted Living & Memory Care	Completion Date
Page 1 of 5	Licensee: PSL Associates, LLC	05/15/2024

You are required to be in compliance at all times with all licensing laws and regulations to maintain your Assisted Living Facility license.

The department completed data collection for an unannounced on-site complaint investigation on 04/04/2024 and 05/15/2024 of:

Cordata Court, Assisted Living & Memory Care
4415 Columbine Dr
Bellingham, WA 98226

This document references the following complaint number(s): 125396, 129425

The following sample was selected for review during the unannounced on-site visit: 3 of 77 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Helen Fisher, Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 2 , Unit A
3906-172nd St NE, Suite #100
Arlington, WA 98223

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.

Residential Care Services

Date

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

Administrator (or Representative)

Date

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:

- (1) The residents' characteristics and needs;
- (2) The degree of hazardousness or toxicity posed by the supplies or equipment;

This requirement was not met as evidenced by:

Based on observations, interviews and record reviews, the Assisted Living Facility (ALF) failed to ensure hazardous items were stored safely away for 5 of 5 memory care residents (Resident 1, 2, 3, 4, & 5). This failure resulted in Resident 1 ingesting approximately a teaspoon of a stick deodorant in April and a glass of water containing hair conditioner in May and placed Resident 1 at continued risk for consuming toxic products and all eleven memory care residents at risk of harm from exposure to hazardous supplies.

Findings included...

The ALF's "Storage of personal care supplies and hazardous chemicals" policy and procedures dated 02/2023 showed; While having access to items such as deodorant, shampoo, body wash (soap) and other essential care items is necessary to maintain personal grooming and preferences; it is the duty of the community partners to ensure that these items are used appropriately and stored in a safe manner.

The ALF had a secured memory care unit that provided care and services for 11 residents with various stages and types of cognitive impairment (loss of thinking, remembering, and reasoning to such an extent that it interferes with a person's daily life and activities).

Resident 1

Resident 1 was admitted to the ALF on [REDACTED]/2021 with multiple diagnoses including [REDACTED] and [REDACTED].

Interview on 04/04/2024 at 11:12 AM, Staff A, Agency Caregiver, stated that on 04/01/2024 around 7:00 PM Resident 1 took a bite and swallowed approximately a teaspoon of the stick deodorant that they picked up from the unknown location and they had to call the poison control. Staff A stated that the incident was reported to their

supervisor, Staff C (Resident Care Coordinator).

Incident report dated 04/01/2024 at 10:16 PM, showed Resident 1 was observed by Staff A taking a bite and swallowing approximately a teaspoon of the stick deodorant.

A second Incident report dated 05/03/2024 at 12:37 PM, showed Resident 1 was found by a staff drinking a glass of water with approximately 5 to 6 pumps of hair conditioner from the Resident 1's bathroom.

Interview on 05/15/2024 at 10:27 AM, Staff B, Medication Technician, stated that residents' bathroom products were supposed to be locked. Staff B stated that they were told by Staff C to make sure bathroom products and chemicals were locked on their shift.

Resident 2

Resident 2 was admitted to the ALF on [REDACTED]/2023 with multiple diagnoses including [REDACTED].

On 04/04/2024 at 11:30 AM, Resident 2's bathroom countertop was observed to have a stick deodorant 74 g. The label on the back of the bottle showed warnings: For external use only. Do not use on broken skin. Ask the doctor before use if you have kidney disease. Stop use if rash or irritation occurs. Keep out of reach of children. If swallowed, get medical help, or contact a Poison Control Center right away.

Resident 3

Resident 3 was admitted to the ALF on [REDACTED]/2023 with multiple medical diagnoses including [REDACTED] and [REDACTED].

On 04/04/2024 at 11:35 AM, Resident 3's bathroom countertop was observed to have a bottle of moisturizing lotion 532 ml. The back of the bottle label showed: Warnings. For external use only. When using this product, do not get into eyes. Stop use and ask a doctor if, condition worsen, symptoms last more than 7 days or clear up and occur again within few days. Do not use on deep or punctured wounds, animal bites or serious burns. KEEP OUT OF REACH OF CHILDREN. If swallowed, get medical help, or contact a poison control center immediately.

In an interview on 04/04/2024 at 11:45 PM, Staff C stated that they were unsure why the bathroom products were not locked in the memory care unit. Staff C did not offer an explanation why the bathroom products were unlocked. Staff C stated that on 04/06/2024 they retrained memory care unit staff on securing bathroom products and other chemicals.

Resident 4

Resident 4 was admitted to the ALF on [REDACTED]/2021 with multiple diagnoses including [REDACTED].

On 05/15/2024 at 10:38 AM, Resident 4's bathroom cabinet was observed to have a stick deodorant 74 g with the label on the back of the bottle showed warnings: For external use only. Do not use on broken skin. Ask the doctor before use if you have kidney disease. Stop use if rash or irritation occurs. Keep out of reach of children. If swallowed, get medical help, or contact a Poison Control Center right away. A denture cleaner powder 6.4 oz was also observed on the Resident 4's countertop. The denture cleaner powder master safety data sheet showed section 2B: Health Hazards on Eyes causes serious eye irritation, rinse cautiously with water for several minutes if irritation persist get medical attention. Inhalation: harmful if inhaled, may cause respiratory irritation. Remove victim to fresh air and keep at rest in a comfortable for breathing and call poison control or physician. Ingestion: harmful if swallowed, rinse mouth. Do not induce vomiting. Give large amounts of water and milk to drink. If swallowed call poison control or physician if you feel unwell.

Interview on 05/15/2024 at 10:41 AM, Resident 4 stated that there was a resident that wandered around and came in their apartment and bathroom all the time.

Resident 5

Resident 5 was admitted to the ALF on [REDACTED]/2024 with multiple diagnoses including [REDACTED].

On 05/15/2024 at 11:01 AM, Resident 5's bathroom countertop was observed to have a nasal spray 15 ml medication for nasal congestion and sinus pressure with the back label warnings showed ask a doctor before use if you have heart disease, thyroid disease, high blood pressure, troubled urinating due to enlarge prostate gland and diabetes. Also observed were multiple bottles and tubes of bathroom products including a body moisturizer 500 ml the back of the bottle label showed: Warnings. For external use only. When using this product, do not get into eyes. Stop use and ask a doctor if, condition worsen, symptoms last more than 7 days or clear up and occur again within few days. Do not use on deep or punctured wounds, animal bites or serious burns. KEEP OUT OF REACH OF CHILDREN. If swallowed, get medical help, or contact a poison control center immediately.

Interview on 05/15/2024 at 11:09AM, Resident 5 stated that they had a key to their apartment but at times they forgot to lock their door. Resident 5 stated that about 2 weeks ago they walked in on Resident 1 sitting on their toilet because they forgot to lock their apartment door.

Interview on 05/15/2024 at 11:46 AM, Staff D, Registered Nurse, stated that on 05/03/2024 they placed a second lock in all memory care unit residents' bathroom cabinets.

This was a recurring deficiency previously cited on 02/01/2023.

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, Cordata Court, Assisted Living & Memory Care is or will be in compliance with this law and / or regulation on (Date)_____.

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

Administrator (or Representative)

Date