



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
800 NE 136th Ave Ste 200, Vancouver, WA 98684

BKD Clare Bridge of Olympia LLC
Brookdale Olympia West
420 YAUGER WAY SW
OLYMPIA, WA 985028660

RE: Brookdale Olympia West License # 2497

Dear Administrator:

This letter addresses Compliance Determination(s) 51135 (Completion Date 12/03/2024) and 46198 (Completion Date 08/23/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 12/03/2024 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-2950-5, WAC 388-78A-2950-6, WAC 388-78A-2600-1-d

The Department staff who did the on-site verification:
Celeste Vashey, ALF LTC Licenser

If you have any questions, please contact me at (253)254-3190.

Sincerely,

Cory Cisneros, Field Manager
Region 3, Unit E
Residential Care Services

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



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
800 NE 136th Ave Ste 200, Vancouver, WA 98684

Statement of Deficiencies	License #: 2497	Compliance Determination # 46198
Plan of Correction	Brookdale Olympia West	Completion Date
Page 1 of 6	Licensee: BKD Clare Bridge of Olympia LLC	08/23/2024

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 follow-up on 08/23/2024 and 08/23/2024 of:
Brookdale Olympia West
420 YAUGER WAY SW
OLYMPIA, WA 985028660

This document references the following SOD dated: 08/23/2024

The following sample was selected for review during the unannounced on-site visit: 40 of 40 current residents and 0 former residents.

The department staff that inspected the Assisted Living Facility:

Celeste Vashey, ALF LTC Licenser

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3 , Unit E
800 NE 136th Ave Ste 200
Vancouver, WA 98684

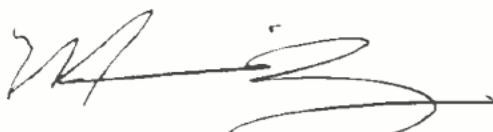
As a result of the on-site visit(s) the department found that you are not in compliance with the licensing laws and regulations as stated in the cited deficiencies in the enclosed report.

	09/04/2024
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.

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

Statement of Deficiencies	License #: 2497	Compliance Determination # 48198
Plan of Correction	Brookdale Olympia West	Completion Date
Page 2 of 6	Licensee: BKD Clare Bridge of Olympia LLC	08/23/2024


Administrator (or Representative)

9/15/24

Date

WAC 388-78A-2950 Water supply. The assisted living facility must:

- (5) Provide hot and cold water under adequate pressure readily available throughout the assisted living facility;
- (6) Provide all sinks in resident rooms, toilet rooms and bathrooms, and bathing fixtures used by residents with hot water between 105° F and 120° F at all times; and

This requirement was not met as evidenced by:

Based on observation, interview, and record review, the facility failed to ensure water temperatures met requirements for 1 of 1 facility reviewed. This failure placed 40 of 40 residents at risk for decreased quality of life.

Findings included...

"WAC 388-78A-2950 Water supply.

The assisted living facility must: ... (6) Provide all sinks in resident rooms, toilet rooms and bathrooms, and bathing fixtures used by residents with hot water between 105°F and 120°F at all times;..."

Record review of the document, "Department of Social and Health Services Statement of Deficiencies", completion date 06/26/2024, showed the facility had been out of compliance with WAC 388 78A 2950. Staff A, Executive Director, wrote in the plan/attestation statement the facility would be back in compliance with the regulation on 08/10/2024. The document was signed by Staff A on 07/13/2024.

Record review of the facility's provided document titled, "Meeting Minutes – Associate Pre-Shift", dated 08/07/2024, showed Staff C, Health Wellness Director, reviewed training topics with the facility staff. One of the topics included the ongoing water temperature issues the facility had experienced. The document described that the facility had ongoing maintenance with the mixing valve which had not yet been completed. The facility staff were to reach out to the nurse if they experienced water temperature issues on shift. The nurse on the floor could adjust the flow of the water or they could offer other strategies to ensure a comfortable shower experience for all residents. There were warm water outlets inside of the kitchen that had been available as an alternative. The document was signed by fourteen facility staff members that they received the information.

Record review of the facility's untitled document, dated 08/10/2024, showed an invoice

Statement of Deficiencies	License #: 2497	Compliance Determination # 46198
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for the rebuild of the mixing valve.

Record review of the facility's document titled, "Estimate Details", "Estimate Date 08/14/2024", showed 2 circulation pumps had been replaced.

Record review of the facility's provided document titled, "Temporary Service Plan- Blank", dated 08/13/2024 showed please use shower rooms E and F. Avoid shower room D as the water temperature still fluctuated. The facility staff were to report any changes to the other shower rooms or resident rooms. The document was signed by 8 facility staff members that they received the information.

Record review of the facility's document titled, "LogBook Documentation", dated 08/23/20024, showed the document had been completed by Staff A, Executive Director. The document had been used to log the hot water temperatures in the facility. There were 4 dates of information that were available to review. On 08/15/2024 11 of 18 temperatures taken were below the minimum requirement of 105 degrees. The lowest recorded temperature on 08/15/2024 had been 71 degrees in room D3. On 08/21/2024 10 of 18 temperatures taken were below the minimum requirement of 105 degrees. The lowest recorded temperature on 08/21/2024 had been 60 degrees in room D3. On 08/22/2024 15 of 24 temperatures taken were below the minimum requirement of 105 degrees. The lowest recorded temperature on 08/22/2024 had been 86 degrees in A court shower. On 08/23/2024 24 of 24 temperatures taken were above the maximum requirement of 120 degrees. The highest recorded temperature on 08/23/2024 had been 130 degrees in room B6, B8, and C4. The comments section showed the circulating pumps were replaced on 08/22/2024 and the temperatures were still low. Today on 08/23/2024 Staff B, Maintenance Director, decreased the temperature at the mixing valve which had been turned up on 08/10/2024.

In an interview on 08/23/2024 at 11:32 AM, Staff A stated the facility hired outside workers to fix the water temperatures at the facility and the work had been completed. Staff A said Staff B had been taking daily water temperatures of the facility. When Staff A had been asked to provide the daily water temperatures from 08/10/2024 – current, Staff A said they could provide water temperature logs to review on 08/15/2024, 08/21/2024, and on 08/22/2024. Staff A said Staff B would continue to take water temperatures on 08/23/2024. Staff A said the water temperature should not exceed 120 degrees with a minimum temperature of 92 degrees. Staff A said they would have to confirm the allowed minimum water temperature and looked at the regulation. Staff A said a minimum water temperature of 105 degrees seemed high. Staff A stated water temperatures needed to be within the range of 105 degrees – 120 degrees.

In an interview on 08/23/2024 at 11:40 AM, Staff B said as of 08/22/2024 they had water temperatures exceed the 120 degrees maximum.

In an interview and observation on 08/23/2024 at 11:47 AM, Staff B turned on the bathtub faucet inside of the D courts shower room on Bridge side. Staff B took out their thermometer and held it under the running water. Staff B said they had a reading of

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124.3 degrees. The Department licensor used their thermometer to get a reading which was 124.2 degrees. When Staff B used their thermometer in the hand washing sink in the D court bathroom Staff B had a reading of 125 degrees. The Department licensor used their thermometer to get a reading which was 125.6. Staff B said the A and D courts water had been affected. Staff B said the D court bathrooms water temperature dipped to as low as 93 degrees.

In an interview and observation on 08/23/2024 at 11:55 AM, Staff B said the room D3 had been affected by the water temperatures and the resident who resided in the room had been temporarily moved. At 11:58 AM Staff B used their thermometer in the bathroom hand washing sink and got a reading of 124.9 degrees. The Department licensor used their thermometer to get a reading which was 125 degrees. The temperature then climbed to 126 degrees.

In an interview on 08/23/2024 at 12:22 PM, Staff B said they took daily water temperatures starting 08/05/2024 and then they took water temperatures every few days. Staff B could not recall the exact dates of when they started to lessen the frequency of their water temping.

This is an uncorrected deficiency previously cited on 06/26/2024.

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, Brookdale Olympia West is or will be in compliance with this law and / or regulation on (Date) <u>9/5/24</u> .	
In addition, I will implement a system to monitor and ensure continued compliance with this requirement.	
Administrator (or Representative)	Date <u>9/5/24</u>

WAC 388-78A-2600 Policies and procedures.

(1) The assisted living facility must develop and implement policies and procedures in support of services that are provided and are necessary to:

(d) Operate in compliance with state and federal law, including, but not limited to, chapters 7.70 , 11.88, 11.92, 11.94, 69.41, 70.122, 70.129, and 74.34 RCW, and any rules promulgated under these statutes.

This requirement was not met as evidenced by:

Based on interview and record review, the facility failed to ensure their water temperature policy was in compliance with State law for 1 of 1 facility reviewed. This

Statement of Deficiencies	License #: 2497	Compliance Determination # 46198
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failure placed 40 of 40 residents at risk of exposure to unsafe or uncomfortable water temperatures and decreased quality of life.

Findings included...

"WAC 388-78A-2950 Water supply.
The assisted living facility must: ... (6) Provide all sinks in resident rooms, toilet rooms and bathrooms, and bathing fixtures used by residents with hot water between 105°F and 120°F at all times;..."

Record review of the document, "Department of Social and Health Services Statement of Deficiencies", completion date 06/26/2024, showed the facility had been out of compliance with WAC 388 78A 2600. Staff A, Executive Director, wrote in the plan/attestation statement the facility would be back in compliance with the regulation on 08/10/2024. The document was signed by Staff A on 07/13/2024.

Record review of facility document titled, "Test and log the hot water temperatures", undated, showed Staff A wrote, "The resources instructions are incorrectly citing the mandated water temps as per WAC 388-107-097[0] and the verbiage in red re: superseding any other temps NEEDS to go... not appropriate as per state mandates we cannot supersede the regulatory standard when we don't even meet the regulatory standard." In the right hand corner of the document, it showed "Your request was successfully submitted."

In an interview on 08/23/2024 at 11:33 AM, Staff A stated the facility did not have a water temperature policy. Staff A said the system Tels (a web-based platform and services used to help senior living communities) had a statement that indicated their water temperature guidelines superseded approved temperature ranges by either the state or federal guidelines. Staff A said the Tels company needed to remove their verbiage that they superseded other regulatory guidelines.

In an interview on 08/23/2024 at 1:25 PM, Staff A said they wrote to the third party service Tels and sent a request that the verbiage on their website be changed. Staff A said Staff B, Maintenance Director, used the third party site as a work reference, and they did not want Staff B to reference inaccurate information on the Tels website. Staff A reiterated the facility did not have their own water temperature policy that facility staff could reference.

This is an uncorrected deficiency previously cited on 06/26/2024.

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

Plan/Attestation Statement

Statement of Deficiencies

License #: 2497

Compliance Determination # 46198

Plan of Correction

Brookdale Olympia West

Completion Date

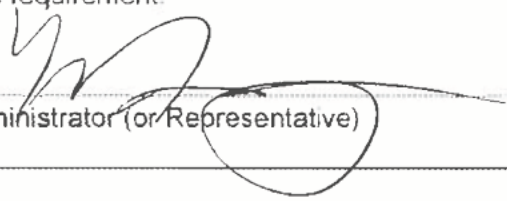
Page 6 of 6

Licensee: BKD Clare Bridge of Olympia LLC

08/23/2024

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, Brookdale Olympia West is or will be in compliance with this law and / or regulation on (Date) 9/5/24.

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


Administrator (or Representative)9/5/24
Date

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



Residential Care Services Investigation Summary Report

Provider/Facility: Brookdale Olympia West **Provider Type:** Assisted Living Facility
License/Cert.#: 2497
Compliance Determination #: 42668 **Intake ID:** 133289
Investigator: Pamela Horlick **Region/Unit #:** RCS Region 3 / Unit E
Investigation Date(s): 06/13/2024 through 06/26/2024
Complainant Contact Date(s):

Allegation(s):

Quality of Care/Treatment: Report of water temperatures in shower rooms being too cold for residents to comfortably shower.

Investigation Methods:

Sample:	Total residents: 42 Resident sample size: 3 Closed records sample size: 0
Observations:	Identified resident Residents Dining Staff to resident interactions Resident to resident interactions
Interviews:	Identified resident Nursing staff Residents Family members Laundry staff
Record Reviews:	State reporting log Facility policies Face Sheets Care Plan

Investigation Summary:

Facility failed to ensure 2 of 4 showers had shower handles that functioned properly, adequate water pressure and had readily available hot water for showering. Failed practice identified.

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: Brookdale Olympia West **Provider Type:** Assisted Living Facility
License/Cert.#: 2497
Compliance Determination #: 42668 **Intake ID:** 133266
Investigator: Pamela Horlick **Region/Unit #:** RCS Region 3 / Unit E
Investigation Date(s): 06/13/2024 through 06/26/2024
Complainant Contact Date(s):

Allegation(s):

1. Quality of Care/Treatment: Report of water temperatures in shower rooms being too cold for residents to comfortably shower.
 2. Misappropriation of property: Report of resident missing clothing and blankets.
-

Investigation Methods:

Sample:	Total residents: 42 Resident sample size: 3 Closed records sample size: 0
Observations:	Identified resident Residents Dining Staff to resident interactions Resident to resident interactions
Interviews:	Identified resident Nursing staff Residents Family members Laundry staff
Record Reviews:	State reporting log Facility policies Face Sheets Care Plan

Investigation Summary:

1. Quality of Care/Treatment: Facility failed to ensure 2 of 4 showers had shower handles that functioned properly, adequate water pressure and had readily available hot water for showering. Failed practice identified. Facility provided water temperature policy that is not in compliance with state law. Failed practice identified.
 2. Misappropriation of property: Facility actively looking for missing items. Several items have been found. Family was given opportunity to search lost and found to look for missing items. Unable to substantiate failed practice.
-

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 #: 2497	Compliance Determination # 42666
Plan of Correction	Brookdale Olympia West	Completion Date
Page 1 of 5	Licensor: BKD Clare Bridge of Olympia LLC	05/26/2024

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 06/13/2024 and 06/27/2024 of:

Brookdale Olympia West
420 YAUGER WAY SW
OLYMPIA, WA 985028660

This document references the following complaint number(s): 133289, 133266

The following sample was selected for review during the unannounced on-site visit: 3 of 42 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility,

Pamela Horlick, NCI RN Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3, Unit E
800 NE 136th Ave Ste 200
Vancouver, WA 98684

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.

Cory Cisneros

Residential Care Services

07/03/2024

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.

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STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
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Statement of Deficiencies	License #: 2497	Compliance Determination # 42668
Plan of Correction	Brookdale Olympia West	Completion Date
Page 1 of 5	Licensee: BKD Clare Bridge of Olympia LLC	06/26/2024

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 06/13/2024 and 06/27/2024 of:

Brookdale Olympia West
420 YAUGER WAY SW
OLYMPIA, WA 985028660

This document references the following complaint number(s): 133289, 133266

The following sample was selected for review during the unannounced on-site visit: 3 of 42 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Pamela Horlick, NCI RN Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3 , Unit E
800 NE 136th Ave Ste 200
Vancouver, WA 98684

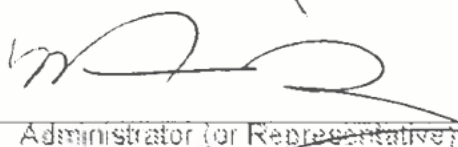
As a result of the on-site visit(s), the department found that you are not in compliance with the licensing laws and regulations as stated in the cited deficiencies in the enclosed report.

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.

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


Administrator (or Representative)7/13/24
Date**WAC 388-78A-2950 Water supply. The assisted living facility must:**

(5) Provide hot and cold water under adequate pressure readily available throughout the assisted living facility;

(6) Provide all sinks in resident rooms, toilet rooms and bathrooms, and bathing fixtures used by residents with hot water between 105° F and 120° F at all times; and

This requirement was not met as evidenced by:

Based on observation, interview, and record review the facility failed to ensure water temperatures met requirements and to provide hot water readily available under adequate pressure for 2 of 4 community showers. This failure placed 42 of 42 residents at risk for decreased quality of life.

Findings included...

Record review of the facility provided document titled, "Temperatures: Test and log water temperatures", undated, showed, "Test temperature in shower areas"

In an interview via email on 6/13/2024 12:56PM, Staff A, Executive Director, stated the only water temperature policy they can locate is through the Temperatures: Test and log system.

In an interview on 06/13/2024 at 11:20 AM, Staff B, Maintenance Director, was asked what the process was for checking water temperatures in the facility, they stated, we check temperatures every week, we check every water source. Staff B was asked if they check temperatures for the shower water, they stated no, only the kitchen and rooms. When Staff B was asked who checked the shower water temperatures they stated they should be checking the temperatures but don't. Staff B was asked what the water temperatures should be between, they stated 110°-120° Fahrenheit.

In an observation on 06/13/2024 at 11:27AM, of the shower on Clare side C court, the following water temperatures were obtained with weak water pressure:

- At 11:28 AM, water turned on and knob pointing to blue line
- At 11:33 AM, the water temperature was 79° Fahrenheit. Knob turned to red line.

Administrator (or Representative)

Date

WAC 388-78A-2950 Water supply. The assisted living facility must:

- (5) Provide hot and cold water under adequate pressure readily available throughout the assisted living facility;
- (6) Provide all sinks in resident rooms, toilet rooms and bathrooms, and bathing fixtures used by residents with hot water between 105 F and 120 F at all times; and

This requirement was not met as evidenced by:

Based on observation, interview, and record review the facility failed to ensure water temperatures met requirements and to provide hot water readily available under adequate pressure for 2 of 4 community showers. This failure placed 42 of 42 residents at risk for decreased quality of life.

Findings included...

Record review of the facility provided document titled, "Temperatures: Test and log water temperatures", undated, showed, "Test temperature in shower areas."

In an interview via email on 6/13/2024 12:56PM, Staff A, Executive Director, stated the only water temperature policy they can locate is through the Temperatures: Test and log system.

In an interview on 06/13/2024 at 11:20 AM, Staff B, Maintenance Director, was asked what the process was for checking water temperatures in the facility, they stated, we check temperatures every week, we check every water source. Staff B was asked if they check temperatures for the shower water, they stated no, only the kitchen and rooms. When Staff B was asked who checked the shower water temperatures they stated they should be checking the temperatures but don't. Staff B was asked what the water temperatures should be between, they stated 110°-120° Fahrenheit.

In an observation on 06/13/2024 at 11:27AM, of the shower on Clare side C court, the following water temperatures were obtained with weak water pressure:

- At 11:28 AM, water turned on and knob pointing to blue line
- At 11:33 AM, the water temperature was 79° Fahrenheit. Knob turned to red line.

- At 11:34 AM, the water temperature was 67° Fahrenheit.
- At 11:35 AM, the water temperature was 79° Fahrenheit.
- At 11:36 AM, the water temperature was 100° Fahrenheit while pointing to the blue line
- At 11:39 AM, the water temperature was 89° Fahrenheit. Knob turned to the red line.
- At 11:40 AM, the water temperature was 79° Fahrenheit.
- At 11:42 AM, the water temperature was 103° Fahrenheit. Knob pointing to blue line

In an observation and interview on 06/13/2024 at 11:27 AM, Staff B appeared confused on where the knob on the handle should be pointing. Staff B was asked if the water pressure was at its maximum, Staff B stated it should be higher than this. It was observed while the arrow was pointing to the right with the blue line indicating cold water, the temperature rose. Staff B was asked what was wrong with the knob. Staff B stated they will need to change the entire handle. It was not accurate.

In an observation on 06/13/2024 at 11:52AM, of the shower on Bridge side F court, the following water temperatures were obtained:

- At 11:52 AM, water turned on and pointing to red side of the handle.
- At 11:54 AM, water temperature was 77° Fahrenheit.
- At 12:03 PM, water temperature was 105° Fahrenheit.
- At 12:04 PM, water temperature was 112° Fahrenheit.

In an observation on 06/13/2024 from 11:52 AM to 12:03 PM showed that it took 11 minutes to reach the minimum of the required temperature range of 105°.

In an observation and interview on 06/13/2024 at 12:02PM, the water handle of the bridge side F court shower appeared loose and floppy. Staff B was asked if the handle was supposed to be like that, they stated, no, its not. Staff B stated it was missing a screw.

In an interview on 06/13/2024 at 12:42PM, Staff C, Medication Technician, was asked if there were any issues with the water temperature when showering residents, Staff C stated yes there was, especially if the washing machines were running. It was not good. Staff C stated, "its lukewarm and the water pressure is not good, its bad." Staff C was asked if they had told anyone. Staff C stated they told Staff B. Staff C stated we complain all the time and nothing happens.

In an interview on 06/13/2024 at 1:28PM, Staff D, Caregiver, was asked if there were any issues with the water temperature when showering residents, Staff D stated, its cold, court D shower water is ice cold and when you turn it, it will get warm and then immediately go cold. Staff D stated we have residents refusing showers because its cold. They stated care staff will use E court shower room because nobody wants to use D court. Staff D was asked if they told anyone their concerns about the water temperatures, they stated everyone knows. Staff D was asked if maintenance knows, they stated yes.

- At 11:34 AM, the water temperature was 67° Fahrenheit.
- At 11:35 AM, the water temperature was 79° Fahrenheit.
- At 11:38 AM, the water temperature was 100° Fahrenheit while pointing to the blue line.
- At 11:39 AM, the water temperature was 89° Fahrenheit. Knob turned to the red line.
- At 11:40 AM, the water temperature was 79° Fahrenheit.
- At 11:42 AM, the water temperature was 103° Fahrenheit. Knob pointing to blue line.

In an observation and interview on 06/13/2024 at 11:27 AM, Staff B appeared confused on where the knob on the handle should be pointing. Staff B was asked if the water pressure was at its maximum, Staff B stated it should be higher than this. It was observed while the arrow was pointing to the right with the blue line indicating cold water, the temperature rose. Staff B was asked what was wrong with the knob. Staff B stated they will need to change the entire handle, it was not accurate.

In an observation on 06/13/2024 at 11:52AM, of the shower on Bridge side F court, the following water temperatures were obtained:

- At 11:52 AM, water turned on and pointing to red side of the handle.
- At 11:54 AM, water temperature was 77° Fahrenheit.
- At 12:03 PM, water temperature was 105° Fahrenheit.
- At 12:04 PM, water temperature was 112° Fahrenheit.

In an observation on 06/13/2024 from 11:52 AM to 12:03 PM showed that it took 11 minutes to reach the minimum of the required temperature range of 105°.

In an observation and interview on 06/13/2024 at 12:02PM, the water handle of the bridge side F court shower appeared loose and floppy. Staff B was asked if the handle was supposed to be like that, they stated, no, its not. Staff B stated it was missing a screw.

In an interview on 06/13/2024 at 12:42PM, Staff C, Medication Technician, was asked if there were any issues with the water temperature when showering residents, Staff C stated yes there was, especially if the washing machines were running. It was not good. Staff C stated, "its lukewarm and the water pressure is not good, its bad." Staff C was asked if they had told anyone, Staff C stated they told Staff B. Staff C stated we complain all the time and nothing happens.

In an interview on 06/13/2024 at 1:28PM, Staff D, Caregiver, was asked if there were any issues with the water temperature when showering residents, Staff D stated, its cold, court D shower water is ice cold and when you turn it, it will get warm and then immediately go cold. Staff D stated we have residents refusing showers because its cold. They stated care staff will use E court shower room because nobody wants to use D court. Staff D was asked if they told anyone their concerns about the water temperatures, they stated everyone knows. Staff D was asked if maintenance knows, they stated yes.

In an interview on 08/13/2024 at 2:30PM, Staff A, Executive Director, was asked if they were aware of any issues with the water temperatures, they stated not until today when Staff B stated that the hot and cold were backwards. Staff A was asked how long it should take to get hot water running in the shower, they stated, if it's the first shower of the day it will take a couple of minutes. Staff A stated after 2-3 showers it should be readily available. Staff A was asked who was responsible to check water temperatures for the showers, Staff A stated Staff B should have been doing it.

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, Brookdale Olympia West is or will be in compliance with this law and / or regulation on (Date) 8/19/24

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


Administrator (or Representative)

7/13/24
Date

WAC 388-78A-2600 Policies and procedures.

- (1) The assisted living facility must develop and implement policies and procedures in support of services that are provided and are necessary to:
- (a) Operate in compliance with state and federal law, including, but not limited to, chapters 7.70, 11.88, 11.92, 11.94, 59.41, 70.122, 70.129, and 74.34 RCW, and any rules promulgated under these statutes.

This requirement was not met as evidenced by:

Based on interview and record review, the facility failed to ensure their water temperature policy was in compliance with State law for 1 of 1 facility reviewed. This failure placed residents at risk of exposure to unsafe or uncomfortable water temperatures and decreased quality of life.

Findings included...

"WAC 388-78A-2950 Water supply.

The assisted living facility must:

- ... (6) Provide all sinks in resident rooms, toilet rooms and bathrooms, and bathing fixtures used by residents with hot water between 105°F and 120°F at all times;..."

Record review of the facility policy, titled, "Temperatures: Test and log the hot water

In an interview on 06/13/2024 at 2:30PM, Staff A, Executive Director, was asked if they were aware of any issues with the water temperatures, they stated not until today when Staff B stated that the hot and cold were backwards. Staff A was asked how long it should take to get hot water running in the shower, they stated, if it's the first shower of the day it will take a couple of minutes. Staff A stated after 2-3 showers it should be readily available. Staff A was asked who was responsible to check water temperatures for the showers, Staff A stated Staff B should have been doing it.

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, Brookdale Olympia West 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

WAC 388-78A-2600 Policies and procedures.

(1) The assisted living facility must develop and implement policies and procedures in support of services that are provided and are necessary to:

(d) Operate in compliance with state and federal law, including, but not limited to, chapters 7.70 , 11.88, 11.92, 11.94, 69.41, 70.122, 70.129, and 74.34 RCW, and any rules promulgated under these statutes.

This requirement was not met as evidenced by:

Based on interview and record review, the facility failed to ensure their water temperature policy was in compliance with State law for 1 of 1 facility reviewed. This failure placed residents at risk of exposure to unsafe or uncomfortable water temperatures and decreased quality of life.

Findings included...

“WAC 388-78A-2950 Water supply.

The assisted living facility must:

...(6) Provide all sinks in resident rooms, toilet rooms and bathrooms, and bathing fixtures used by residents with hot water between 105°F and 120°F at all times;...”

Record review of the facility policy, titled, “Temperatures: Test and log the hot water

Statement of Deficiencies	License # 2497	Compliance Determination # 42668
Plan of Correction	Brookdale Olympia West	Completion Date
Page 5 of 5	Licensee: BKD Clare Bridge of Olympia LLC	06/26/2024

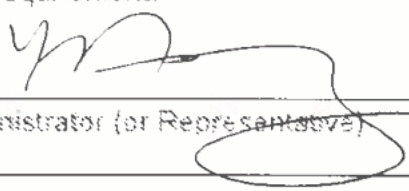
temperatures", undated, showed, "Test water temperatures... Please ensure you are using the Brookdale standard of temperature which is between 100-115 Degrees Fahrenheit... this supersedes any other approved temperature ranges by either states or federal guidelines."

In an email interview on 09/13/2024 at 12:56PM, Staff A, Executive Director, stated this was the only water temperature policy they could locate after calling Regional.

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, Brookdale Olympia West is or will be in compliance with this law and / or regulation on (Date) 8/10/24

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



Administrator (or Representative)

7/13/24

Date

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

temperatures", undated, showed, "Test water temperatures...Please ensure you are using the Brookdale standard of temperature which is between 100-115 Degrees Fahrenheit...this supersedes any other approved temperature ranges by either states or federal guidelines."

In an email interview on 06/13/2024 at 12:56PM, Staff A, Executive Director, stated this was the only water temperature policy they could locate after calling Regional.

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, Brookdale Olympia West 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