



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

12/05/2023

Soundview Rehabilitation and Health Care Inc
Rosario Assisted Living
1105 27th St
Anacortes, WA 98221

RE: Rosario Assisted Living License # 2528

Dear Administrator:

This letter addresses Compliance Determination(s) 33204 (Completion Date 11/29/2023) and 31018 (Completion Date 10/13/2023).

The Department completed a follow-up inspection of your Assisted Living Facility on 11/29/2023 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-2930-1-b-i

The Department staff who did the on-site verification:
Cristina Gonzalez, ALF Licenser

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

Sincerely,

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

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



Residential Care Services Investigation Summary Report

Provider/Facility: Rosario Assisted Living **Provider Type:** Assisted Living Facility
License/Cert.#: 2528
Compliance Determination #: 31018 **Intake ID:** 99968
Investigator: Cristina Gonzalez **Region/Unit #:** RCS Region 2 / Unit A
Investigation Date(s): 10/04/2023 through 10/13/2023
Complainant Contact Date(s):

Allegation(s):

It was alleged that the communication system for residents to call staff was nonfunctional

Investigation Methods:

Sample: Total residents: 51
Resident sample size: 3
Closed records sample size: 0

Observations: Communication system including resident pendants and staff pagers

Interviews: Executive Director, caregivers, residents

Record Reviews: Facility records, resident records

Investigation Summary:

The Assisted Living Facility (ALF) failed to ensure their resident-to-staff communication system performed reliably throughout the ALF. Sampled residents in Erie Building were unable to place a call to staff through the ALF's pendant/pager system, a communication system used by residents to alert staff that they require assistance. Failed practice identified. A citation was issued for noncompliance with WAC 388-78A-2930 Communication Systems.

Conclusion / Action:

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



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Revd'
10/20/2023

Statement of Deficiencies	License #: 2528	Compliance Determination # 31018
Plan of Correction	Rosario Assisted Living	Completion Date
Page 1 of 4	Licensee: Soundview Rehabilitation and Health Care Inc	10/13/2023

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 10/04/2023 and 10/04/2023 of:

Rosario Assisted Living
1105 27th St
Anacortes, WA 98221

This document references the following complaint number(s): 99968

The following sample was selected for review during the unannounced on-site visit: 3 of 51 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Cristina Gonzalez, ALF Licenser

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.

Kim Ripley

Residential Care Services

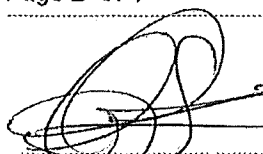
10/16/2023

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 #: 2528	Compliance Determination # 31018
Plan of Correction	Rosario Assisted Living	Completion Date
Page 2 of 4	Licensee: Soundview Rehabilitation and Health Care Inc	10/13/2023



Administrator (or Representative)

10/17/23

Date

WAC 388-78A-2930 Communication system.

- (1) The assisted living facility must:
- (b) Provide the resident with personal wireless communication devices, such as pendants or wristbands, when a communication device is not installed in the resident's sleeping room, and when wireless communications are used:
- (i) The system must be designed and installed consistent with industry standards and perform reliably throughout the facility; and

This requirement was not met as evidenced by:

Based on observations and interview, the Assisted Living Facility (ALF) failed to ensure the ALF had a working communication system for residents when 3 of 3 residents (Residents 1, 2, and 3) were unable to place a call through the ALF's pendant/pager system. This failure resulted Residents 1, 2, and 3 not having a reliable means to request assistance from staff and placed these residents at risk for injury and unmet care needs.

Findings Included...

In an interview on 10/04/2023 at 1:48 PM, Staff A, Executive Director, stated that residents have either a wrist pendant or a necklace pendant that they can press to alert staff they need help. Staff A stated that once the button is pressed, a light will come on confirming that a signal was sent to the pager. Staff A stated that caregivers are to have their pager on them during their shift as the pager tells caregivers which pendant was pressed by the room number and name of the resident who the pendant was assigned to.

In an interview on 10/04/2023 at 2:02 PM, Staff B, Caregiver, stated that the pendant call system doesn't work. Staff B stated that the biggest problem with this situation is that they would have no clue if someone fell because staff wouldn't know if a resident had used their pendant and the incident would only be discovered when they went to see the resident. Staff B stated that this is an issue that needs to be fixed right away for the safety of the residents.

In an interview on 10/04/2023 at 2:42 PM, Staff C, Caregiver, stated that there's been some issues with the pendants. Staff C stated that the pagers are supposed to go off and buzz when a resident presses their pendant and this should happen relatively quickly after the pendant is pressed. Staff C stated that they usually rely on a radio call from another staff member in the building to let them know a resident in their section is calling since their pager doesn't always go off.

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Resident 1

Resident 1 was admitted to the ALF on [REDACTED] 2018 with multiple medical diagnoses including [REDACTED]

On 10/04/2023 at 2:45 PM, Resident 1 was observed pressing the call pendant around their wrist with Staff C by their side. A red flashing light went off on the pendant after the pendant was pressed. By 2:50 PM, no alerts had gone to Staff C's pager.

In an interview on 10/04/2023 at 2:46 PM, Resident 1 stated that the pendants haven't worked for five months and that it is dangerous. Resident 1 stated that they usually telephone the ALF's number with their own personal cell phone if they need help.

Resident 2

Resident 2 was admitted to the ALF on [REDACTED] 2022 with multiple medical diagnoses including [REDACTED] and [REDACTED]

In an interview on 10/04/2023 at 2:54 PM, Resident 2 stated that they didn't believe that the pendant worked and that if the pendant was still flashing from the other day, they wouldn't be surprised. Resident 2 stated that the pendant blinks like it works, but no one ever comes when they press the button. Resident 2 stated that they are unable to get into their wheelchair until staff help them, so they are stuck in whatever spot they were left in until staff decide to check on them.

On 10/04/2023 at 2:55 PM, Resident 2 was observed pressing a call pendant with Staff C next to them. A red light continuously blinked on the pendant verifying the button had been pressed. By 3:00 PM, Staff C's pager did not have a notification that Resident 2 had pressed their pendant.

Resident 3

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

On 10/04/2023 at 3:02 PM, Resident 3 allowed Staff C to press the pendant kept in their nightstand. Once pressed, the pendant flashed a blinking red. No notification went to Staff C's pager by 3:07 PM.

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In an interview on 10/04/2023 at 3:04 PM, Resident 3 stated that they don't wear the pendant anymore since it does not work. Resident 3 stated they would call 911 with their personal cell phone if they needed help. Resident 3 stated that they fall every once in a while due to their Parkinson's and that they would be in trouble if they fell and couldn't get up and their cellphone wasn't with them. Resident 3 stated that they've gotten lucky so far and that the last two falls they've had recently they've been able to get up by themselves.

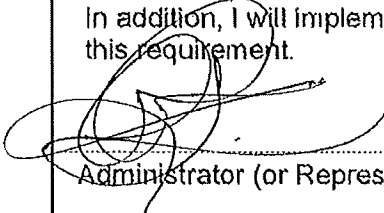
On 10/04/2023 at 3:16 PM, Staff C's pager was observed with no notifications that Residents 1, 2, or 3 had pressed their pendants.

In an interview on 10/04/2023 at 3:21 PM, Staff A stated that they aren't sure why the pendants weren't working now, only that they had been unreliable in the past, but that they will be looking into this issue.

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, Rosario Assisted Living is or will be in compliance with this law and / or regulation on (Date) 10/23/23.

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


Administrator (or Representative)

10/17/23
Date