



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
PO Box 99250, Lakewood, WA 98496

Peoples Senior Living, LLC
Peoples Senior Living LLC
1720 E 67th St
Tacoma, WA 98404

RE: Peoples Senior Living LLC # 2661

Dear Administrator:

This document references Compliance Determination 33367 (01/03/2024), which included complaint number(s) 108608, 106084.

The Department completed a complaint investigation of your Assisted Living Facility on 01/03/2024 and found that your facility does not meet the Assisted Living Facility requirements.

The department staff who did the inspection and provided consultation:

Lisa Mason, NCI ALF Licenser

Consultation:

WAC 388-78A-2930 Communication system.

(2) The assisted living facility must provide one or more nonpay telephones:

- (a) In each building located for ready access for staff persons; and
- (b) On the premises with reasonable access and privacy by residents.

Some facility staff were limiting a resident's access to using the phone. The Nurse Manager corrected and educated staff.

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

You Must:

- Begin the process of correcting the deficiency or deficiencies immediately; and
- Complete correction as soon as possible.

You Are Not:

- Required to submit a plan-of-correction for the deficiency or deficiencies found.

The Department May:

- Inspect the facility to determine if you have corrected all deficiencies.

You May:

- Contact me for clarification of the deficiency or deficiencies found.

In Addition, You May:

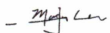
- Request an **Informal Dispute Resolution (IDR)** review within 10 working days after you receive this letter. Your IDR request **must** include:
 - o What specific deficiency or deficiencies you disagree with;
 - o Why you disagree with each deficiency; and
 - o Whether you want an IDR to occur in-person, by telephone or as a paper review.
 - o Send your request to:

IDR Program Manager
Department of Social and Health Services
Aging and Long-Term Support Administration
Residential Care Services
PO Box 45600
Olympia, WA 98504-5600

If You Have Any Questions:

- Please contact me at (360)397-9556.

Sincerely,



Jody Just, Field Manager
Region 3, Unit D
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: Peoples Senior Living LLC **Provider Type:** Assisted Living Facility

License/Cert. #: 2661

Intake ID: 108608

Compliance Determination #: 33367

Region/Unit #: RCS Region 3 / Unit D

Investigator: Lisa Mason

Investigation Date(s): 12/04/2023 through 01/03/2024

Complainant Contact Date(s):

Allegation(s):

- 1- A resident was restricted from using the phone and having private conversations.
- 2- A resident had lost weight and needed some dental work
- 3- A social worker was assigned to a resident and had withheld information from a resident.

Investigation Methods:

Sample:	Total residents: Resident sample size: 2 Closed records sample size:
Observations:	Identified resident Dining Resident rooms
Interviews:	Identified resident Nursing staff
Record Reviews:	Medical records Hospital records

Investigation Summary:

- 1-DNS was unaware of the residents phone concerns and door lock request by resident. She said she would make sure staff allowed her to have private conversations.
 - 2- An interview with the resident and Multicare discharge social worker revealed an appointment had been made and transportation with the social worker was to occur.
 - 3- Record review and interview showed the concern was unable to be substantiated.
- Consultation- WAC 388-78A-2930-2-b Communication system.

Conclusion / Action:

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

☐ N/A