Residential Care Services (RCS)
Operational Principles and Procedures for
Assisted Living Facilities (ALFs)
FULL INSPECTION

ENTRANCE

I. Purpose
To initiate the unannounced full inspection of the assisted living facility (ALF), to provide information on the inspection, and to collect initial data regarding the residents, staff, and the physical environment.

II. Authority
RCW 18.20.110
RCW 18.20.125

III. Operational Principles
A. The entrance will be scheduled at various times of the day and on different days of the week to maintain unpredictability.
B. The entrance introduces the licensor to the licensee/administrator or designee and establishes the tone of the inspection.

IV. Procedures
THE LICENSOR WILL:
A. Review the Inspection with the licensee/administrator or staff and cover the following during the entrance conference:
   1. Explain that the first step will be a guided tour of the facility as well as other areas accessed by the residents.
   2. Request a contact person for the facility if the licensee/administrator will not be present at any time during the inspection.
   3. Provide the licensee/administrator, designee or staff a written list of documentation you will need (Attachment B) and emphasize the timelines for requested materials:
      a. By the beginning of the tour:
         i. Completed List of Residents (Attachment C or facility list).
      b. By the end of the tour:
         i. Completed Resident Characteristic Roster/Sample Selection (Attachment D).
         ii. Completed list of staff with names, position, hire date, and month/day of birth (Attachment K).
         iii. Request a copy of evidence of liability insurance coverage from the licensee/administrator.
         iv. Request a copy of the disclosure form to identify the scope of care and services.
4. Ask the licensee/administrator, designee or staff to describe any special features of the home pertaining to resident care and services. Example: Are there any changes since the last inspection? Anything new you would like us to know about?

5. Inform the licensee/administrator, designee or staff of the resident group meeting and establish a location and time for that meeting.

6. Inquire if the ALF has a resident council and identify a president or leader of the resident group if applicable.

7. Ask the licensee/administrator, designee or staff to post information regarding the ongoing inspection and announcement of the resident group meeting.

B. Proceed with the tour.

V. Information and Assistance

A. The team must vary the timing of the inspection to increase unpredictability and to observe and capture different aspects of resident care. For example, the team may enter after lunch and stay into the evening to observe dinner and care provided by evening staff; or the team may enter on different days of the week.

B. Begin observations upon arrival at the facility. Note any obvious exterior environmental issues, physical plant, or potential hazards.

C. Entering the assisted living facility:
   1. For a small ALF in a residential/house setting, knock on main entrance door and/or operate doorbell or other outside communication device.
   2. For a large ALF setting, enter the front/main entrance and go to the reception desk or lobby area to locate staff.
   3. If the person who answers the door is not the licensee or administrator, suggest they notify them that a full inspection is occurring. Inform them the full inspection will not be delayed until the licensee/administrator arrives.
   4. If no answer or no staff appear at the entry - evaluate the situation:
      a. If a resident answers the door or you observe residents as you stand in the entry way, introduce yourself and inquire about staff in the ALF.
      b. Do not tour the ALF without staff or licensee/administrator or designee present.
      c. If there is any evidence that residents may be alone in the ALF, contact the Field Manager for further instructions immediately.
   5. If it appears no one (ALF staff/residents) is in the facility:
      a. Check licensing information in pre-inspection preparation papers and attempt to call the listed phone number for the ALF.
      b. If no answer, check for an alternate phone number for licensee/administrator or designee and attempt to contact.
      c. The licensor may wait outside and try entrance again in 15 to 30 minutes.
      d. If it appears no one is present in the home after a second attempt, and there is no answer for the contact phone numbers, contact the Field Manager.
6. If denied entrance:
   a. Attempt to clearly re-state reason for visit.
   b. If speaking to a person other than licensee/administrator, suggest they contact the licensee or administrator.
   c. If still denied entrance, leave and contact Field Manager immediately.

D. Upon entrance:
   1. Make introductions to the licensee/administrator, designee or staff and provide a business card. Have department nametag visible or show state ID card to licensee/administrator, designee or staff.
   2. Give the licensee/administrator, designee or staff a reasonable amount of time to complete whatever task with which they were involved with before beginning or continuing the entrance conference.
   3. If waiting, use the time to observe the residents and the immediate environment and make introductions to any residents or staff in the area and briefly explain the reason for the visit.

E. If the ALF does not return the completed Attachment D by the end of the tour, explain to the facility how to access the form (online or by contacting the field) and emphasize the benefits of keeping the form updated and ready for the licensors:
   1. The form serves as an informational tool for the facility staff by providing valuable information about each resident and their needs, and
   2. Presenting the form in a timely manner helps to speed along the inspection.

F. Request a place for the licensing team to work that does not intrude on or interrupt the daily activities but provides for an opportunity for ongoing resident observations.

G. Inform the licensee/administrator, designee, or staff that they can expect frequent contact during the Inspection to gain and share information.

H. At all times during the inspection, remain aware of minimizing disruption of resident and facility routines as much as possible. Adjust procedures of the inspection accordingly. However, do not delay the process. If unable to do a certain inspection task, use this time to do another task of the Inspection.

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Date