

**Iowa Department of Inspections and Appeals
Health Facilities Division
Adult Services Civil Penalty Citation**

Date: April 16, 2019
Program Name: Windsor Manor AL
Address: 2015 3 rd Avenue North Estherville, IA 51334
Type of Action: complaint 81510-C
Date(s) of Action: 3/27/19 – 4/1/19

State Rule #	State Rule	Amount of Civil Penalty
67.3(2)	<p>481-67.3 Tenant rights. All tenants have the following rights: <u>67.3(2) To receive care, treatment and services which are adequate and appropriate.</u></p> <p>Based on interview and record review the Program failed to provide timely care to 1 of 1 tenants reviewed with a laceration that required stitches (Tenant #4). Findings follow:</p> <p>Review of Tenant #4's file revealed an Incident Report dated 6-26-18 at 5:20 a.m. regarding a fall that resulted in several cuts to his left ear and hanging skin. He couldn't say what happened except that he fell, hit the side of his face and it hurt. Staff noted the blankets on his bed were wrapped around his feet. She assumed when he tried getting up he fell and hit the side of his face on the corner of his nightstand. The form indicated the tenant was sent to the emergency room by ambulance at 9:00 a.m. The tenant's family was notified at 10:00 a.m.</p> <p>A Nurse's Note dated 6-26-18 at 8:30 a.m. indicated the former Executive Director (ED) sent a text at 7:11 a.m. to the Licensed Practical Nurse (LPN) to complete an assessment for a fall. The LPN went to the tenant's room when she arrived. Staff had attempted to cover the ear with a 4x4 bandage. The left ear was bloody and the triangular fossa area was hanging. There was also a bruise to his left chin and jaw. She felt he needed to be sent to the emergency room (ER) for treatment of the laceration.</p> <p>A Nurse's Note dated 6-26-18 at 12:25 p.m. indicated the ER notified the Program of the tenant receiving sutures to the left ear. The number of sutures was unknown but 3 suture kits were used. The tenant was given an IV antibiotic at the ER and orders for treatments, antibiotics and follow-up with the primary care provider were given.</p> <p>On 3-27-19 at 11:03 a.m. Staff B stated she arrived at 6:00 a.m. on 6-26-18 and observed the wound to Tenant #4's ear. She stated the overnight staff reported the ED was notified and told staff she would complete an assessment when she came in but never showed up. She stated the LPN arrived after 8:00 a.m. and determined he required stitches and sent him to the emergency room.</p> <p>On 3-28-19 at 10:02 a.m. the Interim Registered Nurse confirmed Tenant #4 did not receive timely care regarding this incident.</p>	\$750.00