

**Iowa Department of Inspections and Appeals
Assisted Living Program
Complaint Investigation Report**

Assisted Living Program:

Complaint Intake #: 7922

Nancy Miller
Clover Ridge Place
205 Ehlers Lane
Maquoketa, IA 52060

Date of Investigation:

July 23, 2004

Monitor(s):

Judy Parks, RN

Definitions:

The following definitions are relevant:

Regulatory Insufficiency - A violation of a statutory or rule provision within the Iowa Code or Iowa Administrative Code (IAC) governing assisted living programs. A regulatory insufficiency requires a plan of correction to be presented to, and approved by, the Department of Inspections and Appeals (DIA).

Plan of Correction - A written response to one or more regulatory insufficiencies that are rule violations [321 IAC 26.2(5)(a)]. The plan should identify how, and by a specific date, an insufficiency will be corrected. The plan is due to DIA within ten (10) working days of the program's receipt of a Complaint Investigation Report. Depending on the circumstances, DIA may re-visit the assisted living program to confirm progress in fulfilling a plan's corrective measures.

Dementia-specific assisted living program - An assisted living program certified under 321 IAC - chapter 25 that either serves five or more tenants with dementia or cognitive disorder staged between 4 and 7 on the Global Deterioration Scale or holds itself out as providing special care for persons with cognitive disorder or dementia, such as Alzheimer's disease, in a dedicated setting.

Overview:

A complaint investigation on-site visit was conducted at Clover Ridge Place on July 23, 2004. In preparing this report, the following information was considered:

Current Program Census:

General Population Program -

Current General Population ALP Census: 27 Current number of tenants with dementia: 0

Dementia Specific Program –

Program is a self-declared dementia-specific program with six tenants.

Accreditation Status – Not Applicable

Complaint History – During this certification period, there were substantiated complaints in the areas of Evaluation of Tenant and Occupancy and Transfer Criteria.

Complaint Investigation – The complaint investigator(s) made the observations detailed in the following areas.

A. Criteria for exclusion of tenants - Program does not admit or retain tenants that require a higher level of care, unless a written exception has been applied for and approved. [321 IAC 25.23(3); 25.24]

Complaint Allegation: It is alleged the program retained tenants who required a higher level of care than is appropriate for assisted living.

- **Monitoring Observation:** Interviews with staff identified one tenant who required assistance with many activities of daily living. Tenant # 1 resides in the dementia unit and review of the tenant's record indicated that discussions have taken place with the family and that transfer planning has started with transfer to take place in the next couple of weeks. Tenant #2, who had a conditional waiver from the state, had been transferred to a skilled nursing facility on June 4, 2004 and will not be returning to the assisted living facility. Review of a total of four tenants in the dementia unit indicated that all were appropriate level of care for assisted living. Tenant #3 had a GDS of 5 and requires cueing preparing food, dressing and grooming. Tenant #3 wears depends and requires toileting assistance. Tenant #3 was mobile and uses walker. Tenant #3 was appropriate for assisted living at this time.
- **Regulatory Insufficiency:** None noted

Dated this 6th day of August 2004.