

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

Assisted Living Program:

Complaint Intake #: 8049

Clover Ridge Assisted Living
Ms. Lynne Popp LBSW
205 Ehler Lane
Maquoketa, IA 52060

Date of Investigation:

December 3, 2004

Monitor(s):

Hal L. Chase RN BSN MPH

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 Assisted Living on December 3, 2004. In preparing this report, the following information was considered:

Dementia Specific Program (DSP) – A program that is a Dementia Specific Program by definition or holds itself out as providing specialized care in a dedicated setting but may have tenants without cognitive disorder.

Current number of tenants in a DSP that serves 5 or more tenants with dementia or cognitive disorder staged between 4 and 7 on the Global Deterioration Scale (GDS):	10
Current number of tenants without cognitive disorder:	23
Total Population:	33

Accreditation Status – Not Applicable

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

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 that the program admitted a tenant that is inappropriate for assisted living and should have been admitted to a skilled level of care.

- **Monitoring Observation:** Interviews and record reviews reveal the tenant was evaluated by the program and by a physical therapist prior to re-admission to determine if the tenant was appropriate to return to the program. The tenant's service plan was updated to reflect needed services. A physical therapist was present and interviewed during this investigation. The physical therapist stated the tenant was ambulating independently, transferring with the assistance of one, and progressing well. Staff reported the tenant's spirits had improved greatly and the tenant was requiring less assistance. During the interview the tenant stated it was nice to be home and it was observed that the tenant was in good spirits, appropriately dressed, eating well, and ambulating around the apartment with little difficulty.
- **Regulatory Insufficiency:** None noted.

Dated this 7th day of December, 2004