

**Iowa Department of Inspections and Appeals
Assisted Living Program
Re-certification Monitoring Evaluation Report**

Assisted Living Program:

Cindy Giannini
Custom Care
1224 13th St. North
Cedar Rapids, IA 52405

Date of Monitoring Visit:

December 6, 2004

Monitor(s):

Stephanie Cummins, SW

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 25.8(3)]. 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 Re-certification Monitoring Evaluation 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 this chapter 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 specialized care for persons with cognitive disorder or dementia, such as Alzheimer's disease, in a dedicated setting.

Overview:

An on-site monitoring evaluation was conducted at Custom Care on December 6, 2004. In preparing this report, the following information was considered:

Current Program Census:

General Population Program (GPP) – A program that is not a Dementia Specific program, but may have tenants with cognitive disorder.

Current number of tenants without cognitive disorder:	25
Current number of tenants with cognitive disorder:	4
Total Population:	29

Dementia Specific Program (DSP) – Not applicable.

Tenant/Family Satisfaction Results – Tenant interviews and the community meeting indicated the tenants enjoyed living at the program. Several tenants stated they had referred the program to family and friends in the area. Tenants stated the activity program was extensive and gave the tenants many choices of things to do. Tenants mentioned the program was very well maintained and was always clean and pleasant. Tenants stated that housekeeping occurred once a week but staff would clean up in between if it were needed. Tenants stated staff was kind and efficient. The tenants stated if they ever needed anything staff answered it in a prompt manner. Overall tenants were pleased with the food served. One tenant had concerns with the soup not being as warm as the tenant would like it and another tenant stated what was circled on the menu was not always served correctly. The tenants did not have any concerns regarding the tenderness of the meat served or other food temperature issues. The tenants felt safe and did not have anything missing besides a few laundry items, which were returned. Overall the tenants were satisfied with the program.

Complaint History – No complaints on file this certification period.

On-Site Monitoring Evaluation – The monitor(s) made the observations detailed in the following areas.

A. Service Plan – Program has an individualized service plan developed and updated for each tenant as required. [321 IAC 25.28]

Monitoring Observation: Review of five tenant records indicated the program had a service plan developed for each tenant prior to them taking occupancy and the service plans were updated within 30 days of occupancy. The service plans were individualized for each tenant and identified needs and requests for assistance but did not address expected outcomes. The service plans were signed appropriately and were updated annually and as needed. The service plans also included activities and interests for tenants.

- **Regulatory Insufficiency:** The program did not have a service plan that addressed tenant's expected outcomes.

B. Medications – Program has a comprehensive written medication policy that allows tenant self-administration, but accommodates the need for tenant medication assistance via nurse delegation. The medication assistance is appropriately supervised and administered. Medications are appropriately stored. [321 IAC 25.29(1) and/or (2)]

Monitoring Observation: An interview with staff indicated that the program maintained a listing of medications that were set up for tenants and the program was delegated administration of medications. The RN indicated that when medications were given to tenants it was not documented as the program only documented by exception.

- **Regulatory Insufficiency:** The program did not appropriately document medications given to tenants.

Dated this 15th day of December 2004.