

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

**Assisted Living Program:**

Megan Geilenkirchen  
Bickford Cottage  
2418 Kent Avenue  
Ames, IA 50010

**Date of Monitoring Visit:**

January 12, 2005

**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 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 Bickford Cottage on January 12, 2005. 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: | 30 |
| Current number of tenants with cognitive disorder:    | 2  |
| Total Population:                                     | 32 |

**Dementia Specific Program (DSP)** – Not applicable

**Tenant/Family Satisfaction Results** – Thirteen tenants were present at the community meeting. Tenants reported the program is providing personal and health related care as requested. Tenants reported the building and grounds are well kept and temperature in the apartments and common areas are satisfactory. Tenants reported they feel safe and are given privacy in their apartments. Staff is respectful, well trained and responsive to their needs. Tenants stated in the event of a fall, they had some concern of being able to reach the emergency pull cord. They also had some concern of being able to reach the RN on weekends in an emergency. The majority of tenants reported they are very unhappy with the quality and choice of food that is prepared. Tenants have asked the Administrator for more fresh fruits and vegetables but have seen little change in this area. Tenants reported some frustration with the lack of response from leadership staff on concerns they have raised. Three tenants reported being unhappy with the lack of housekeeping done in their apartments; such as beds not being made and trash not removed in a timely manner. Tenants reported they enjoy the activities offered at the program.

**Complaint History** – There was a substantiated complaint in the area of services during this certification period.

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

**A. Evaluation of Tenant** - The program evaluates each tenant's functional and cognitive abilities and health status and the determination of needed services as required. [321 IAC 25.23(1) and/or (2)]

Monitoring Observation: Three of four tenant files reviewed indicated tenants were hospitalized and returned to the program without being evaluated to determine tenant's continued eligibility and for any modifications to services needed. However, the programs nurses/care notes reported that tenants needed additional help with personal and health related cares.

- **Regulatory Insufficiency:** The program did not evaluate tenant's functional, cognitive, and health status as needed upon returning from the hospital to determine the tenant's continued eligibility for the program and to determine any modifications to needed services.

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

Monitoring Observation: Three of four tenant files reviewed indicated that tenant's service plans were not updated upon tenants return from a hospital visit. Nurse's care notes indicated that tenants needed additional help with personal and health related cares.

- **Regulatory Insufficiency:** The program did not update service plans to meet the needs of the tenant's, in consult with the tenant's or their legal representative and a multidisciplinary team consisting of no fewer than three individuals, including a health care professional and other staff with a change in condition or return from a hospital visit.

Dated this 20th day of January, 2005