

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

Assisted Living Program:

Complaint Intake #: 12467

Cathy Brenner, Administrator
The Continental at St. Joseph's
19999 St. Joseph Dr.
Centerville, Iowa 52544

Date of Investigation:

October 7, 2005

Monitor(s):

Mary Oliver, LISW

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 The Continental at St. Joseph's on October 7, 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:	35
Current number of tenants with cognitive disorder:	2
Total General Population:	37

Dementia Specific Program (DSP) –

Current number of tenants in a DSP that holds itself out as providing specialized care in a dedicated setting:	11
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):	9

***These are the census numbers represented by the program to be applicable.**

Accreditation Status – Not applicable.

Complaint History – There were substantiated complaints in the areas of Occupancy Agreement, Service Plan and Medications 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]

During the course of the investigation, it was found Tenant #2 requires a higher level of care.

- **Monitoring Observation:** A review of Tenant #2's file indicates the Tenant is completely dependent on staff for toileting care and is often incontinent of stool and urine, despite a two hour toileting schedule. Nurse's notes, dating from March 2005 through October 2005, indicate the tenant is dangerous to staff and other tenants by being verbally, sexually and physically aggressive.
- **Regulatory Insufficiency:** The program retained a tenant who requires a higher level of care.

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

Complaint Allegation: It is alleged that Tenants #1 and #2 wear Attends and are not being toileted every two hours or during the night, and the tenants had soaked through their clothing onto the chair two to three times in a two month period. It was further alleged the tenants are not being repositioned and walked for long periods of time.

- **Monitoring Observation:** The monitor observed Tenants #1 and #2 who were ambulating independently and subsequently do not require repositioning or additional walking programs. Tenant #1 was observed dancing repeatedly with the activity director during the afternoon activity. Tenant #1 is well groomed, wears regular panties and does wear Attends. Tenant #1's service plan does not call for toileting every two hours.

Tenant #2 is also ambulatory. Tenant #2 does wear Attends and is toileted at least every two hours as required in the service plan. Tenant #2 is completely incontinent despite the toileting schedule.

- **Regulatory Insufficiency:** None noted.

Dated this 18th day of October, 2005