

**Iowa Department of Inspections and Appeals
Assisted Living Program
Recertification Monitoring Evaluation Report**

Assisted Living Program:

Ronald Osby, Administrator
Arbor Heights Assisted Living
233 University Ave.
Des Moines, IA 50314

Date of Monitoring Visit:

February 2, 2006

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 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 Recertification Monitoring Evaluation Report. Depending on the circumstances, DIA may revisit 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 Arbor Heights Assisted Living on February 2, 2006. In preparing this report, the following information was considered:

Current Program Census:

General Population Program (GPP)*

Current number of tenants without cognitive disorder:	22
Current number of tenants with cognitive disorder:	0
Total Population:	22

Dementia Specific Program (DSP)* – Not Applicable.

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

Tenant/Family Satisfaction Results – Fourteen tenants met for a group interview; two tenants were interviewed privately. The tenants stated the program helps keep rooms clean and orderly, and one tenant was very satisfied with the way staff members cleaned around her things. Tenants state they are pleased that staff are easily approachable and helpful. One tenant complained a night nurse from the LTC unit had been unpleasant when she asked for help adjusting room temperature during the night; no other tenants had a similar complaint. Tenants state night nurses responded quickly and pleasantly when they were called. Tenants state the food is good, but occasionally not as hot as they would like. One tenant states they have a special diet and staff ensure the appropriate food is served. Tenants are pleased with the activity program; they feel safe and had seen no evidence of verbal or physical abuse. Tenants state they make their own decisions and could have visitors whenever they wanted. The only complaint is access to the van. The corporation had recently purchased a van to serve residents in the long-term care corporation; van service was not available to the assisted living tenants. The tenants state they had or would recommend the program to family members or friends.

Complaint History – There were no substantiated complaints during this certification period.

On-Site Monitoring Evaluation – The monitor(s) made the observations detailed in the following areas. There were no regulatory insufficiencies noted during this on-site evaluation.

Dated this 13th day of February, 2006