

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

Assisted Living Program:

Complaint Intake #: 13342

Tim Perry, Administrator
Waterford at Ames Assisted Living
1325 Coconino Rd. Ste 300
Ames, IA 50010

Date of Investigation:

December 8 and 14, 2006

Monitor(s):

Mary Oliver, LISW
Jan O'Briant, 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 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 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 Waterford at Ames Assisted Living on December 8, and 14, 2006. 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: 57

Current number of tenants with cognitive disorder: 0

Total Population: 57

Dementia Specific Program (DSP)* – Not applicable.

***These are the census numbers represented by the program to be applicable at the time of the on-site.**

Accreditation Status – Not Applicable.

Complaint History – There were substantiated complaints in the areas of Evaluation of Tenant, Service Plan, Medications, Staffing and Record Checks.

Complaint Investigation – The complaint investigator(s) made the observations detailed in the following areas.

A. Staffing - The provisions of this section address the program's staffing and training practices and associated documentation in responding to the identified needs of the tenant. [321 IAC 25.33]

Complaint Allegation: It was alleged on Friday 12-8-06, the program did not have a Registered Nurse (RN) employed and no one to pass medications to 14 insulin dependent diabetics, some on sliding scale insulin. It was also alleged that a tenant fell on 12-7-06, was sent to the hospital and returned with an order for Neuro-checks and there was no nurse available to complete Neuro-checks. The complainant did not report any harm to the tenant who fell.

- Monitoring Observation: The program had seven tenants on insulin, two on sliding-scale insulin. One of the seven tenants managed his/her own medication. Certified Nurse Aides (CNAs) and Certified Medication Aides (CMAs) were trained by a RN to assist tenants on insulin by operating "pens" or handing the tenant insulin already drawn up by an RN. All tenants administered their own injections. Insulin drawn up by the RN were in a locked box, in plastic bags and in the refrigerator and clearly marked as to which syringe to give the tenant dependent on the blood sugar reading taken prior to the administration. Staff demonstrated competency in use of the pen and in understanding the instructions regarding use of syringes in response to blood sugar readings. A Licensed Practical Nurse (LPN) drew up insulin to cover needs of the weekend and there were no incidents requiring the LPN on call to be called back to the program over the weekend. The program obtained the services of their recently retired RN to cover the needs of the program until a new RN is hired. An offer of employment has been offered to an RN but a response not yet obtained. CNAs and CMAs were also trained by an RN to conduct Neuro-checks.
- Regulatory Insufficiency: None noted.

Dated this 27th day of December, 2006.