

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

Assisted Living Program:

Gary Tiemeyer, Administrator
Heritage Court Assisted Living
1499 Office Park Rd
West Des Moines, IA 50265-6500

Date of Monitoring Visit:

November 20th, 2007

Monitor(s):

Lincoln Newsom, RN

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 Heritage Court Assisted Living on November 20th, 2007. In preparing this report, the following information was considered:

Current Program Census: (Type “Not applicable.” after section heading that does not apply and delete the rest of the section.)

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:	3
Total Population:	28

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

Tenant/Family Satisfaction Results – A community meeting was held with 18 tenants attending, and two tenant interviews. Tenants stated it is a good place to live, staff are helpful and respectful and the quality of food was good. One tenant stated it would be nice to have a pull cord in their kitchen area. Tenants stated they felt there were plenty of activities. Tenants felt they are getting the services they pay for, make their own decisions and feel safe at the program. If there were an emergency, they would use the pull cord in their rooms. Tenants stated it was a nice place to live and they enjoyed living there. Staff is kind and helps when asked, and visitors are also treated well. The program let the tenants hold their monthly bridge meeting and serve coffee. Tenants would recommend the program as a place to live.

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.

A. Food Service – Program shall provide or coordinate with other community providers to provide hot or other appropriate meal(s) at least once a day or make arrangements for the availability of meals. Menus shall be appropriately planned. If applicable, therapeutic diets shall meet all requirements. Food preparation personnel shall meet all requirements. [321 IAC 25.32]

Monitoring Observation: A review of staff files indicated direct care staff did not have training in regards to safe and sanitary food handling. The Administrator stated the direct care staff had not had this training.

- Regulatory Insufficiency: The program did not consistently provide an orientation on sanitation and safe food handling prior to handling food. (25.32(5))

Dated this 29th day of November, 2007.