

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

Assisted Living Program:

Complaint Intake #: 16098

Delores Pyle, Administrator
Ruthven Community Care Center
Assisted Living
2701 Mitchell Street
Ruthven, IA 51358

Date of Investigation:

February 28, 2008

Monitor(s):

Michael Streepy 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 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 Ruthven Community Care Center Assisted Living on February 28, 2008. 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: 18

Current number of tenants with cognitive disorder: 0

Total Population: 18

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.

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

Complaint Investigation – The complaint investigator(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]

Complaint Allegation: It is alleged the Administrator posted notices to staff directing that tenants are not to be given desserts and repeatedly denied bedtime snacks to diabetic tenants.

- Monitoring Observation: Observations in all staff areas of the program revealed no posted notices related to restriction of snacks or desserts. Interviews with five of five tenants with a diagnosis of Diabetes revealed free choices related to desserts and the availability of snacks. Observation reveals snacks are available at all times in snack baskets. Interviews with program staff reveals no directive or notice of restrictions.
- Regulatory Insufficiency: None noted.

B. Other – The provisions of this section address the program's noncompliance with other applicable statutory and administrative rule requirements.

Complaint Allegation: During the course of the investigation an allegation was made of public access to tenant personal information by way of an accessible computer terminal.

- Monitoring Observation: Observation in all areas of the program revealed no computer terminals accessible to the public. Interviews with the program office manager and staff reveals no public access to the program computer terminals.
- Regulatory Insufficiency: None noted.

Dated this 7th day of March 2008.