

INSPECTIONS & APPEALS

CHESTER J. CULVER
GOVERNOR

PATTY JUDGE
LT. GOVERNOR

DEAN A. LERNER, DIRECTOR

August 6, 2008

Complaint #18566
18708

Laura Spengler, Administrator
Prairie Hills at Tipton
219 S. Cedar Street
Tipton, IA 52772

RE: Complaint Investigation Report, Prairie Hills, Tipton, IA

Dear Ms. Spengler:

Enclosed is the **Complaint Investigation Report** completed by the Department of Inspections and Appeals (DIA) in accordance with Iowa Code section 231C.7 (2007) and Iowa Administrative Code, chapters 321—25, pertaining to assisted living programs and 321—26, pertaining to monitoring, civil penalties and complaints regarding assisted living programs. **No Regulatory Insufficiencies were identified.**

If you have questions, please contact me at 515-281-4116.

Sincerely,



Chris Nothhaft
Certification Coordinator – Eastern Iowa
Adult Services Bureau

Enclosure

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

Assisted Living Program:

Complaint Intake #: 18566
18708

Laura Spengler, Administrator
Prairie Hills at Tipton
219 S. Cedar Street
Tipton, IA 52772

Date of Investigation:

July 21, 2008

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 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 Prairie Hills in Tipton on July 21, 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: 32

Current number of tenants with cognitive disorder: 4

Dementia Specific Program (DSP)* – A program that is a Dementia Specific Program by definition or holds itself out as providing specialized care in a dedicated setting but may have tenants without cognitive disorder. *(Delete the DSP statement that is not applicable.)*

Current number of tenants in a DSP that holds itself out as providing specialized care in a dedicated setting: 7

Total Population: 43

***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 was a substantiated Regulatory Insufficiency this certification period in the area of Other.

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: Food is left uncovered in the walk in refrigerator.

Monitoring Observation: An inspection of the walk in refrigerator was completed. A pan of rhubarb cake, grated carrots and cole slaw were observed on a serving cart, uncovered. The dietary manager was questioned in regard to this and stated he was working on them prior to his interview and they were placed there for temperature control. All other food containers observed were covered appropriately.

- Regulatory Insufficiency: None noted

B. Structural requirements – The structure of the program shall be designed and operated to meet the needs of the tenants. The buildings and grounds shall be well-maintained, clean, safe and sanitary.

Complaint Allegation: The kitchen floor is dirty; the carpet in the front entry way and the dinning room carpet are dirty. Dinning room tables are not always sanitized before putting place mats on the tables. The main bathroom toilets and sinks are not cleaned on a daily basis. The bottoms of trash cans are not washed on a regular basis.

Monitoring Observation: A tour of the kitchen was taken and it was observed there were various areas in the kitchen that contained old food particles. These areas were located by the steamer table and by the main cooking prep line. On interview with the Dietary Director, he stated the floors are cleaned daily. He also stated it was his dietary help that cleaned the tables between meals. While on-site the monitor witnessed dietary staff cleaning the tables between morning and afternoon meals.

The Housekeeping Supervisor was interviewed stated the main bathrooms are cleaned daily. The bathrooms were observed and found to be clean and orderly. The main entry carpet is vacuumed daily by the third shift and the housekeeper does it on Wednesdays. The dinning room carpet gets vacuumed after dinner, daily, by the dietary staff. The Housekeeping Supervisor did state the carpet doesn't get steam cleaned as often as she would like. She cleans the bottom of trash cans, as needed; however, there is no cleaning schedule for that.

Three tenants were interviewed. None of the tenants expressed concerns with the sanitation of tables between meals and all felt the tables were clean. None of the tenants voiced concerns with the main bathrooms and they had not heard of any issues regarding cleanliness of the bathrooms. All felt the carpet was kept clean and their trash cans were cleaned and emptied, as needed.

Staff #1 stated she had not heard of any concerns with the main restrooms not being clean. She felt the entry carpet and the dining room carpet were kept clean and she stated the carpet is cleaned by either kitchen staff or the housekeeper.

- Regulatory Insufficiency: None noted

Dated this 6th day of August, 2008.