

INSPECTIONS & APPEALS

CHESTER J. CULVER
GOVERNOR

DEAN A. LERNER, DIRECTOR

PATTY JUDGE
LT. GOVERNOR

April 23, 2009

Incident #22654-I

Melissa Kann, Administrator
Lincolnwood Assisted Living
302 W Lincoln St
Edgewood, IA 52042-8722

RE: Incident Investigation Report, Lincolnwood Assisted Living, Edgewood, IA

Dear Ms. Kann:

Enclosed is the **Incident 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 Incident Investigation Report**

Assisted Living Program:

Incident Intake #: #22654-I

Melissa Kann, Administrator
Lincolnwood Assisted Living
302 W Lincoln St
Edgewood, IA 52042-8722

Date of Incident Investigation:

April 13, 2009

Monitor(s):

Stephanie Cummins, MA

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 an Incident 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:

An on-site visit was conducted at Lincolnwood Assisted Living on April 13, 2009. 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: 26

Current number of tenants with cognitive disorder: 0

Total Population: 26

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 have been no substantiated Regulatory Insufficiencies this certification period.

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

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

Incident Allegation: It was reported by the program that a tenant was missing \$20.00, another \$400.00 to \$700.00, an antique broach, a stamp collection, a jar of nickels and seven state quarter books. The items were last accounted for on 3-21-09. The program staff searched without success and a perpetrator had not been identified. It was reported that the Delaware County Sheriff was notified.

Monitoring Observation: Tenant #1, an 83 year old, was admitted on 9-23-07 and diagnoses include: Transient Ischemic Attacks (TIAs), Hypertension (HTN), Hyperlipidemia and Constipation. According to the tenant's most current service plan the tenant received assistance with showers twice a week, anti-embolism stockings twice a day, cleaning and laundry.

According to a statement by the Administrator, Tenant #1 reported \$20.00 missing from a billfold and a jar of nickels and seven state quarter books missing from his/her apartment. The tenant thought the last time the items were seen was on 3-21-09. The Administrator and the Director looked through the tenant's apartment, interviewed staff and family and there was no knowledge of where the items were. The program was aware of the missing items on 3-24-09 and reported it to the Department on 3-25-09.

Three direct care staff were interviewed.

Staff #1 stated all staff had access to keys to the tenant's apartment. Staff #1 stated that in the morning the tenant's door is locked, during the day it is unlocked and at night the tenant will ask her to lock the door behind her. Staff #1 stated all of the tenant's cares required staff to be in the tenant's apartment. Staff #1 indicated she did not know anything about the tenant's missing property, had not seen any of the tenants's missing items and had not seen any unfamiliar visitors in the building.

Staff #2 stated staff and the tenant had a key to the tenant's apartment and the tenant's door was always locked. Staff #2 indicated she had not seen any of the missing items and she did not know where the items were kept. Staff #2 stated she had no idea where the tenant's belongings were and she had no idea who took the items. Staff #2 indicated she had not seen any unfamiliar visitors in the building.

Staff #3 stated the tenant's door was locked in the morning and all staff had access to the keys. Staff #3 indicated the tenant reported to her that all of his/her coin books were missing and the staff reported this to the Director. Staff #3 stated she had seen the quarter books in the tenant's previous apartment; however, she had not seen any coin books or any of the missing items in the tenant's current apartment. Staff #3 stated she did not know who would have taken the items. Staff #3 indicated she had not seen any unfamiliar visitors in the building.

The tenant was interviewed. He/she reported a red vase, one coin book with state quarters, \$700.00 in cash and \$400.00 in cash, one green broach, a jar of nickels and stamps that were collected since he/she had been in the program, were missing. The tenant did not report he/she had money taken from his/her billfold. The timeframes of the

items missing varied from a few weeks ago, six months ago and a year ago. The tenant reported he/she used to keep the door unlocked during the day and locked at night and now he/she locks the door during the day. The tenant did not observe any strange visitors in the building.

The tenant's legal representative was interviewed. The legal representative reported the tenant was missing seven coin books, nickels, \$20.00 in cash, \$700.00 in a box on the table around Christmas (December 2008), a broach and stamps. The legal representative indicated the tenant also talked about a ring. On the day of the investigation, the legal representative looked for the ring with the tenant and it could not be found. The legal representative indicated the tenant received assistance with showers twice a week, anti-embolism stockings in the a.m. and p.m., cleaning and laundry.

The location of the tenant's missing belongings and what happened to the missing items could not be determined at the time of the incident investigation.

The Deputy investigating the case was contacted and indicated the investigation was not complete and further information needed to be collected.

Three tenant interviews were held. One tenant did not report any personal belongings missing. One tenant indicated he/she had a Bingo prize taken around Christmas time, it was a candle holder and it was on the kitchen counter and someone took it. The tenant reported he/she did not get the item back and did not have any idea who took the item. Another tenant reported four coats were missing and four to five knickknacks. The tenant reported this occurred a couple months ago. The three tenants interviewed indicated they felt safe at the program.

The program interviewed all tenants and one tenant reported missing four coats but no other tenants reported anything missing. According to a program document on 1-9-09 Tenant #2 reported missing four coats. The tenant's family was contacted and was "unsure if the tenant actually had the coats." The Delaware County Sheriff's Department was contacted regarding the missing items.

- Regulatory Insufficiency: None noted.

Dated this 23rd day of April, 2009.