

CHESTER J. CULVER
GOVERNOR

DEAN A. LERNER, DIRECTOR

PATTY JUDGE
LT. GOVERNOR

August 6, 2009

Complaint: #23985-C

Heidi Fristo, Administrator
Bickford Cottage Assisted Living
5050 Hawthorne Drive
West Des Moines, IA 50265-5353

RE: Complaint Investigation Report, Bickford Cottage, West Des Moines, IA

Dear Ms. Fristo.

Enclosed is the **Complaint Investigation Report** completed by the Department of Inspections and Appeals (DIA) in accordance with Iowa Code section 231C 7 (2009) 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.**

A copy of the monitor's **Complaint Investigation Report** is enclosed for your information and as a record of the result of this investigation.

If you have any questions regarding this Report, please contact me at 515-281-5003

Sincerely,



Connie Schaffer
Certification Coordinator – Central Iowa
Health Facilities Division
Adult Services Bureau

Enclosure

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

Assisted Living Program:

Complaint Intake #: 23985-C

Heidi Fristo, Administrator
Bickford Cottage Assisted Living
5050 Hawthorne Drive
West Des Moines, IA 50265-5353

Date of Complaint Investigation:

July 27, 2009

Monitor(s):

Vickie Clingan, RN, 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 Bickford Cottage West Des Moines on July 27, 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 24

Current number of tenants with cognitive disorder 2

Total Population of GPP 26

Dementia Specific Program (DSP)* – A program that is dementia specific and provides specialized care in a dedicated setting.

Total Population of DSP 6

Total Census of ALP: 32

***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 substantiated Regulatory Insufficiencies in the areas of: Evaluation of Tenant, Criteria of Exclusion of Tenants, Service Plan, Medications, Nurse Review, Staffing, Structural Requirements and Record Checks during this certification period.

Complaint Investigation – The 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 #23985-C: It was alleged the quality and quantity of food was inadequate, tenants were unhappy about the meals and a tenant was not receiving enough food.

- Monitoring Observation: During the group interview, all eleven tenants present agreed they received enough food to eat. All agreed they get enough to eat at supper to last until breakfast and some tenants eat snacks in their rooms at night. The monitor observed lunch and supper meals on July 27, 2009. During both meals most of the tenants stated the food was good. The meat served during lunch was able to be cut with a fork and at supper, the buns served as part of the chicken sandwich were fresh. The majority of the tenants ate most or all of their food during lunch and supper on July 27, 2009. One tenant stated although he/she doesn't eat much meat, the dietary staff was very accommodating and made adequate substitutes. The monitor also observed a bowl of fruit and cookies available to tenants in the dining room during the day and evening on July 27, 2009.
- Regulatory Insufficiency: None noted.

Dated this 6th day of August, 2009