

INSPECTIONS & APPEALS

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June 1, 2011

Complaint Intake #: 29677-C

Mr. Stephen King, Administrator
Rose of Ames
1315 Coconino Road
Ames, IA 50014

**RE: Final Complaint Investigation & Recertification Monitoring Evaluation Report
– Rose of Ames, Ames, IA**

Dear Mr. King:

Enclosed is the **Final Complaint Investigation & Recertification Monitoring Evaluation Report** completed by the Department of Inspections and Appeals (DIA) in accordance with Iowa Code chapter 231C and Iowa Administrative Code (IAC) chapters 481–67 and 481–69. **No Regulatory Insufficiencies were found during this evaluation.**

The review of the recertification documents you submitted has been completed and are accepted. In addition, the State Fire Marshal's (SFM) inspection report has been received as well as the Facility Engineer's approval of the Evacuation Plans for your program.

Enclosed you will find the Assisted Living Program Certificate **S0209** with effective dates of **February 25, 2011** through **February 24, 2013**.

If you have any questions regarding this certification, please contact me at 515/281-7039.

Sincerely,

Rose Boccella

Rose Boccella
Program Coordinator
Adult Services Bureau

Enclosure

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

Assisted Living Program:

Complaint Intake #: 29677-C

Stephen King, Administrator
Rose of Ames
1315 Coconino Road
Ames, IA 50014

Date of Investigation:

April 25, 2011

Monitor(s):

Hal L. Chase, RN BSN MPH

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. IAC r. 481-67.10(5). 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 481 IAC chapter 69 that: serves fewer than fifty-five (55) tenants and has five (5) or more tenants who have dementia between Stages 4 and 7 on the Global Deterioration Scale or serves 55 or more tenants and 10 percent or more of the tenants have dementia between Stages 4 and 7 on the Global Deterioration Scale or holds itself out as providing specialized care for persons with dementia, such as Alzheimer's disease, in a dedicated setting.

Overview:

A complaint investigation on-site visit was conducted at Rose of Ames on April 25, 2011. In preparing this report, the following information was considered:

Current Program Census

General Population Program (GPP)* – A program that does is not include a Dementia Specific unit, but may include have tenants with cognitive disorder.

Current number of tenants without cognitive disorder:	59
Current number of tenants with cognitive disorder:	0
Total Population:	59

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.**

Tenant/Family Satisfaction Results – A community meeting was held with 32 tenants. Tenants reported the program was the “best place to live.” The building, grounds and their apartments were clean, safe and sanitary. Nursing services were available and the program nurse was available when needed and staff responded within five minutes of being called. Staff treated each tenant with respect and dignity. Tenants liked the food and a variety of fruits and vegetables were offered. Tenants felt safe and made their own personal and health related care decisions. Tenants were not aware of any mold or discoloration of walls inside the program or in their apartments and were had not noticed any odors. Tenants knew the program had an infestation of bed bugs the summer of 2010, but were not aware of any current problem.

Program History – The program did not receive any regulatory insufficiencies during this certification period.

On-Site Monitoring Evaluation – The monitor(s) made the observations detailed in the following areas.

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

A. Other

Complaint Allegation #29677-C: It was alleged there were bed bugs at the program.

- Monitoring Observation: A complaint investigation (#28595-I) was conducted on 7-9-10. The investigation revealed a local pest control was called and a tenant's apartment was treated to eradicate bed bugs on 4-26-10. A mattress cover was installed on a tenant's mattress on the same day. Complaint investigation #29677-C, completed 4-25-11 revealed pest control inspection records of 7-22-10 revealed 58 tenant rooms were inspected with negative findings of bed bugs. Documentation revealed the program contracted with a local pest control company for monthly preventative and curative treatment for the control of bed bugs. Invoices for July, 2010 through March, 2011 revealed inspections were completed monthly and no bed bugs were found.
- Regulatory Insufficiency: None noted.

Complaint Allegation #29677-C: It was alleged an odor was present, possibly emanating from a green wall. Green or black mold may have been present. Window air conditioners had a lot of flaky white mold. The building doesn't have gutters and downspouts and the rain hits the air conditioners and possibly gets inside the air conditioners.

- Monitoring Observation: Maintenance staff stated he was not aware of a mold problem in the building. Mold was not present in the common areas or in tenants' apartments. Records indicated on 5-13-10, sheetrock had been replaced in a tenant's apartment due to a window air conditioner leaking rain water. On 11-8-10, water damaged drywall in the program's kitchen had been replaced.

Maintenance staff reported tenants' window air conditioners are cleaned yearly and replaced when needed. Records indicated at least 29 window air conditioners had been replaced or exchanged in 2010.

- Regulatory Insufficiency: None noted.

Dated this 3rd day of May, 2011.