

TERRY E. BRANSTAD
GOVERNOR

KIM REYNOLDS
LT. GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

Complaint Intake #: 32787-C

June 13, 2011

Pam Hovden, Administrator
Bickford Cottage of Urbandale
5915 Sutton
Urbandale, IA 50322

**RE: Final Complaint Investigation Report – Bickford Cottage of Urbandale,
Urbandale, IA**

Dear Ms. Hovden:

Enclosed is the **Final Complaint Investigation Report** from the on-site monitoring visit of April 13, 2011, 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 identified.**

If you have any questions regarding the enclosed Report, please contact me at 515/281-7039.

Sincerely,

Rose Boccella

Rose Boccella
Program Coordinator
Adult Services Bureau

Enclosure

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

Assisted Living Program:

Complaint Intake #: 32787-C

Pam Hovden, Administrator
Bickford Cottage of Urbandale
5915 Sutton
Urbandale, IA 50322

Date of Complaint Investigation:

April 13, 2011

Monitor(s):

Doran Pruisner, Construction/Design Engineer Senior

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 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 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:

An on-site visit was conducted at Bickford Cottage of Urbandale on April 13, 2011. In preparing this report, the following information was considered:

Program History – The program received regulatory insufficiencies during the Nov 15, 2010 recertification and incident investigation (33682-I) in the areas of nurse review and staffing.

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

A. Structural Requirements

Complaint Allegation: It was alleged the roof was leaking in many parts of the building, including the main dining room, hallways by #138, #129, #127, and in the main building mop room. It was also alleged staff were directed to cover areas with paint and to cover up damaged vent on ceilings, without repairing the damage. The tenants were in danger of falling debris.

Monitor Observation: See the attached report from the Department of Public Safety.

Regulatory Insufficiency: None noted.

Dated this 10th day of June, 2011.

Intake Number: IA00032787

Program: Bickford Cottage, Urbandale, IA

Date of Investigation: April 13, 2011

Investigator: Doran Puisner

Report comments: The investigator met with the Administrator at the program on April 13, 2011 and gave her a copy of the Complaint Statement concerning the maintenance. She was interviewed and was asked if they currently had any roof leaks. She wasn't aware of any at the time of the investigation. After the investigator inspecting all of the areas listed on the complaint no mold or water damage was found. There was evidence of drywall patches which were done after the roof was repaired. The Administrator also took the investigator to the area in the building where they had a previous sprinkler break. She explained how the problem was handled. A private company was brought in to clean up the damage.

The administrator was not aware of the rubber boots over each damaged vent on the roof; however, she would have maintenance investigate and make the proper repairs if needed. She also explained that they would also double check the building for any roof leaks. She said that they were in the process of hiring a new maintenance person and in the meantime, they would have other corporate maintenance personnel come in to inspect and correct any problems that they might find.

Conclusion to the Investigation: No RI was found.

Doran Puisner
Construction / Design Engineer Senior