

TERRY E. BRANSTAD
GOVERNOR

KIM REYNOLDS
LT. GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

October 14, 2011

Ms. Lynne Popp, Manager
Windsor Manor Assisted Living
229 Pearl Street
Grinnell, IA 50112

RE: Final Recertification and Complaint/Incident Investigation Report – Windsor Manor Assisted Living, Grinnell, IA

Dear Ms. Popp:

Enclosed is the **Final Recertification and Complaint/Incident Investigation 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 **S0224** with effective dates of **December 7, 2011** through **December 6, 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

IOWA DEPARTMENT OF INSPECTIONS AND APPEALS
Assisted Living Program
Final Recertification and Complaint/Incident Investigation Report

Assisted Living Program:

Complaint/Incident Intake #: 36178-C

Lynne Popp, Manager/LBSW
Windsor Manor Assisted Living
229 Pearl Street
Grinnell, IA 50112

Date of Recertification and Complaint/Incident Investigation:

October 12, 2011

Monitor(s):

Joyce Kix, RN
Margaret Kaltefleiter, RN MS

Definitions: *The following definitions are relevant:*

Assisted Living Program - A program certified under 481 IAC 69 that provides housing with contracted services to three or more tenants in a physical structure that provides a homelike environment. Services may include but are not limited to health-related care, personal care, and assistance with instrumental activities of daily living. A General Population Program is an Assisted Living Program that is not dementia-specific but may have tenants with cognitive disorder.

Dementia-Specific Assisted Living Program - An assisted living program certified under 481 IAC 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 (GDS), or serves 55 or more tenants and 10 percent or more of the tenants have dementia between Stages 4 and 7 on the GDS, or holds itself out as providing specialized care for persons with dementia, such as Alzheimer's disease, in a dedicated setting.

Regulatory Insufficiency - A violation of a statutory or rule provision within the Code of Iowa (2011) or the 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 statutory or rule violations. The plan should identify how and by what date each regulatory insufficiency will be corrected, and what measures will be taken to ensure the problem does not recur. The plan is due to DIA within ten (10) working days of the program's receipt of a Complaint/Incident Investigation Report. Depending on the circumstances, DIA may revisit the assisted living program to confirm progress in fulfilling a plan's corrective measures.

Overview: *In preparing this report, the following information was considered:*

Current Program Census

Assisted Living Programs are defined by the type of population served. The census numbers below were provided by the Program at the time of the on-site visit.

General Population Program	
Number of tenants without cognitive disorder:	32
Number of tenants with cognitive disorder:	0
Total Population of Program at time of on-site	32
Dementia-Specific Program by Dedication	
Number of tenants without cognitive disorder:	1
Number of tenants with cognitive disorder:	7
Total Population of Program at time of on-site	8
TOTAL census of Assisted Living Program	40

Tenant/ Family Satisfaction Results - A community meeting was held with 23 tenants. The tenants enjoyed the food and the people at the program. Nursing services were provided promptly and appropriately. They suggested there could be more activities on the weekends but were generally satisfied with the program and would recommend it to others.

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

Complaint/Incident Investigation - The Complaint/Incident investigators made the observations detailed in the following areas:

A. Tenant Rights

Complaint/Incident Allegation: It was alleged a tenant was being taken advantage of by employees of the Program buying possessions the tenant wanted to sell.

- **Monitoring Observation:** Four tenant files were reviewed. At a group meeting attended by 23 tenants, it was reported no employees had approached the tenants to buy possessions. The Administrator and registered nurse (RN) stated it was Program policy that employees did not buy or take anything from tenants and they were not aware of any such occurrences. Tenant #1, (the Tenant), an 82 year old, was admitted on 8-27-11 with diagnoses of: Hypertension, Gout, Arthritis, Anxiety, Depression and Congestive Heart Failure. The Tenant scored 2 on the Global Deterioration Scale which indicated very mild cognitive decline. The Tenant reported during interview that he/she had approached staff members regarding selling a possession. The Tenant had set the price and negotiated the sale. The Tenant also reported donating some

items to the Program and to the Boy Scouts. The Tenant said employees did not approach him/her regarding buying items.

- Regulatory Insufficiencies: None noted.

Dated this 13th day of October, 2011.