

INSPECTIONS & APPEALS

TERRY E. BRANSTAD
GOVERNOR

KIM REYNOLDS
LT. GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

Complaint Intake #: 36201-C

October 17, 2011

Ms. Heather Limkeman, Director
Maggie's House Assisted Living
107 E. 2nd Street
DeWitt, IA 52742

RE: Final Complaint/Incident Investigation Report – Maggie's House Assisted Living, DeWitt, IA

Dear Ms. Limkeman:

Enclosed is the **Final Complaint/Incident Investigation Report** from the on-site monitoring visit of October 10, 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.**

Enclosed you will also find the Assisted Living Program Certificate with effective dates of **October 7, 2011 through July 9, 2012** showing program name change.

If you have any questions regarding the enclosed Report, please contact me at 515/281-4116.

Sincerely,

Jim Berkley

Jim Berkley
Program Coordinator
Adult Services Bureau

Enclosure

LUCAS STATE OFFICE BUILDING, 321 EAST 12TH STREET, DES MOINES, IOWA 50319-0083

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

Assisted Living Program:

Maggie's House Assisted Living
Heather Limkeman RN, Director
107 E. 2nd St.
DeWitt, IA 52742

Complaint/Incident Intake #:

#36201-C

Date of Complaint/Incident Investigation:

October 10, 2011

Monitor(s):

Joyce Kix, RN

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:	19
Number of tenants with cognitive disorder:	<u>2</u>
Total Population of Program at time of on-site	<u>21</u>
 TOTAL census of Assisted Living Program	
	<u>21</u>

Program History – The program received regulatory insufficiencies in the areas of Service Plan, Criteria for Exclusion of Tenants and Reporting Requirements during this certification period.

Complaint/Incident Investigation – The Complaint/Incident investigator made the observations detailed in the following areas:

A. Food Service

Complaint/Incident Allegation: It was alleged the program did not maintain enough food in the kitchen for one week.

- **Monitoring Observation:** The monitor completed a tour of the kitchen and supply room on 10-10-11 finding adequate meat and staples in the freezer and refrigerators for at least one week. The cook reported the manager who left had been doing the grocery shopping. The cook stated that he had never been without adequate food to serve the approved menus. One tenant interviewed reported there was always more than enough food served.
- **Regulatory Insufficiency:** None noted.

B. Other

Complaint/Incident Allegation: It was alleged the program did not have working phone services.

- **Monitoring Observation:** The tenants have individual phone service which was not interrupted. The program phone service was out for a period of time for installation of new services by new management.
- **Regulatory Insufficiency:** None noted.

Dated this 13th day of October 2011.