

TERRY E. BRANSTAD
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RODNEY A. ROBERTS, DIRECTOR

December 21, 2011

Mr. Craig Bell, Administrator
Rose of Waterloo
421 Oak Avenue
Waterloo, IA 50703

**RE: Final Recertification Monitoring Evaluation Report – Rose of Waterloo,
Waterloo, IA**

Dear Mr. Bell:

Enclosed is the **Final 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 **S0266** with effective dates of **January 2, 2012 through January 1, 2014.**

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 Recertification Monitoring Evaluation Report

Assisted Living Program:

Craig Bell, Administrator
The Rose of Waterloo
421 Oak Avenue
Waterloo, IA 50703

Date of Monitoring Visit:

October 4, 2011

Monitor(s):

Maribeth Freland, 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:

An on-site monitoring evaluation was conducted at The Rose of Waterloo on October 4, 2011. 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 were provided by the Program at the time of the on-site.

General Population Program	
Number of tenants without cognitive disorder:	64
Number of tenants with cognitive disorder:	0
Total Population of Program at time of on-site	64
TOTAL census of Assisted Living Program	64

Tenant/Family Satisfaction Results – A community meeting was held with 22 tenants and 2 family members. The tenants liked living at the Program and stated housekeeping services were completed to their satisfaction. Nursing services were available during week days but tenants stated a nurse was not in the building during the evening and night shifts, or on the weekends. Tenants would like to see the nurse more visible and to have Band-Aids available in the nurse's office. Staff members were available when needed and responded to calls within five to six minutes on average. Services were provided as expected in the occupancy agreement with the exception that transportation was no longer available. Tenants described the staff members as great and were satisfied with the care they received. Staff members treated them well, knew what services to provide and was trained appropriately. Food preferences existed between tenants based on personal tastes. A variety of meats, vegetables and desserts were served but hot foods were not always served hot enough. A request for more fresh items was voiced along with using new recipes. Kitchen cooks were described as wonderful and very good. Tenants stated the dining experience was better when two staff members served the food. Currently there is only one food server. There are plenty of activities offered and tenants are excited about the new Activity Director who was hired one week ago. Bingo is a favorite activity but it currently does not run smoothly and prizes are not as nice as they were in the past. Tenants would like to see activities planned for the weekends. Tenants felt safe, made their own decisions, were generally satisfied with the Program and would recommend it to others. One family member expressed his/her appreciation for staff members' quick responses on multiple occasions when his/her family member suffered several heart attacks.

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

On-Site Monitoring Evaluation – The monitor(s) made observations detailed in the following areas. **There were no regulatory insufficiencies found during this onsite recertification monitoring evaluation.**