IOWA DEPARTMENT OF
INSPECTIONS & APPEALS

TERRY E. BRANSTAD
GOVERNOR

KIM REYNOLDS
LT. GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

March 27, 2012

Mr. Ken Busby, Manager
Windsor Manor Webster City
1401 Wall Street
Webster City, IA 50595

RE: Final Recertification and Complaint/Incident Investigation Report – Windsor Manor Webster City, Webster City, IA

Dear Mr. Busby:

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 **S0272** with effective dates of **May 1, 2012** through **April 30, 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

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

Assisted Living Program:

Ken Busby, Manager
Windsor Manor Assisted Living
1401 Wall Street
Webster City, IA 50595

Complaint/Incident Intake #: 37683-C

Date of Complaint/Incident Investigation:

March 13, 2012

Monitor(s):

Lori Miner, RN BSN

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:	26
Number of tenants with cognitive disorder:	0
Total Population of Program at time of on-site	26
Dementia-Specific Program by Dedication	
Number of tenants without cognitive disorder:	0
Number of tenants with cognitive disorder:	7
Total Population of Program at time of on-site	7
TOTAL census of Assisted Living Program	33

Tenant/Family Satisfaction Results – A meeting was held with eight tenants. The best thing about the Program was the kind and helpful staff members, and the help received from the staff. Housekeeping was completed to the tenants' satisfaction in the apartments and common areas. Tenants used a call pendant to request assistance. Staff members were reported to respond in less than five minutes. The food was described as good with a variety of foods offered. Alternatives were offered. There were enough activities offered, and tenants reported monthly meetings were held where suggestions were taken. Tenants reported feeling safe, making their own decisions, feeling satisfied with the Program, and recommending the Program to others.

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

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

A. Food Service

Complaint/Incident Allegation: It was alleged the Program was not meeting the nutritional needs of the tenants. It was alleged nutritional guidelines were not followed in menu planning.

- Monitoring Observation: An interview was conducted with the Culinary Coordinator. He stated that a food vendor supplies menus and menus were available on-line. The Coordinator stated the menus were reviewed by dietitians; any substitutes or menu changes were made from an approved list. Sometimes per tenant request a home recipe was used. The Culinary Coordinator stated recipes were submitted to the dietitian, and the dietitian worked the recipe into the menu and provided portion sizes. Portion sizes for each item on the menu were located in the kitchen, and kitchen staff had training to determine which utensil provided the appropriate portion size.

Alternatives were available so tenants could make a choice if a particular menu item was not desired.

The noon menu for the day of the onsite visit was reviewed. The items on the menu were served to the tenants in both the general population and the dementia unit. In the general population area, it was noted a salad bar was available with fresh fruits and vegetables. The tenants in the dementia unit were also served fresh fruit and vegetables.

The Program provided documentation of a five-week menu cycle provided by the food vendor. The menus contained documentation of approval by a registered, licensed dietitian.

The Program had an active food license in the kitchen.

- Regulatory Insufficiency: None noted.