

TERRY E. BRANSTAD
GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

KIM REYNOLDS
LT. GOVERNOR

October 15, 2012

Ms. Bethann McAlla, Manager
Windsor Manor Assisted Living
601 Harrison Street
Shenandoah, IA 51601

**RE: Final Initial Certification Monitoring Evaluation Report, Windsor Manor
Shenandoah, Shenandoah, IA**

Dear Ms. McAlla:

Enclosed is the **Final Initial Certification 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 on-site evaluation demonstrates regulatory compliance by the Program, and the Program's certification will continue for a period of two years, without interruption, from the original date of certification.

Enclosed you will find the Assisted Living Program Certificate **S0328** with effective dates of **May 29, 2012** through **May 28, 2014**. This certificate is to be posted in the building for public viewing.

If you have any questions regarding this certification, please contact me at 515/281-4116 or **James.Berkley@dia.iowa.gov**

Sincerely,

Jim Berkley

Jim Berkley
Program Coordinator
Adult Services Bureau

Enclosure

IOWA DEPARTMENT OF INSPECTIONS AND APPEALS
Assisted Living Program
Final Initial Certification Monitoring Evaluation Report

Assisted Living Program:

Bethann McAlla, Manager
Windsor Manor Assisted Living
601 Harrison Street
Shenandoah, IA 51601

Date of Monitoring Visit:

October 3, 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 were provided by the Program at the time of the on-site.

General Population Program	
Number of tenants without cognitive disorder:	8
Number of tenants with cognitive disorder:	0
Total Population of Program at time of on-site	8
Dementia-Specific Program by Dedication	
Number of tenants without cognitive disorder:	0
Number of tenants with cognitive disorder:	2
Total Population of Program at time of on-site	2
TOTAL census of Assisted Living Program	10

Tenant/Family Satisfaction Results – A meeting was held with two tenants. The best thing about the Program was the security. Housekeeping was completed to the tenants' satisfaction in apartments and common areas. Tenants used call buttons to request assistance stating Staff responds to call requests in less than five minutes. Staff members provided good care and treated the tenants kindly and with respect. The food was described as good with a variety of foods served. Hot food was served hot, although the cold plates quickly cooled the food. There were enough activities offered. The tenants reported feeling safe at the Program and would generally recommend it to others.

Program History – There was no regulatory insufficiencies found during this certification period.

On-Site Monitoring Evaluation – The monitor(s) made observations detailed in the following areas. There were no regulatory insufficiencies noted during this onsite investigation.