

TERRY E. BRANSTAD
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Complaint/Incident Intake #: 42665-C

March 28, 2013

Ms. Tiffany Reiter, Administrator
Beehive Home Assisted Living
2116 1st Avenue East
Spencer, IA 51301

RE: Final Complaint/Incident Investigation Report – Beehive Home Assisted Living, Spencer, IA

Dear Ms. Reiter:

Enclosed is the **Final Complaint/Incident Investigation Report** from the on-site monitoring visit of March 12, 2013, 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.**

If you have any questions regarding the enclosed Report, 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 Complaint/Incident Investigation Report

Assisted Living Program:

Complaint/Incident Intake #: 42665-C

Tiffany Reiter, Administrator
Beehive Home Assisted Living
2116 1st Avenue East
Spencer, IA 51301

Date of Complaint/Incident Investigation:

March 12, 2013

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:	<u>10</u>
Number of tenants with cognitive disorder:	<u>1</u>
Total Population of Program at time of on-site	<u>11</u>
TOTAL census of Assisted Living Program	<u>11</u>

Program History – The program received regulatory insufficiencies in the area of Evaluation of Tenants during this certification period.

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

A. Structural Requirements

Complaint/Incident Allegation: It was alleged there were flying bugs in the kitchen and in apartment #8.

- **Monitoring Observation:** A tour of the program was taken. The common areas, the living room and dining room, were noted to be neat and clean with no odors. The two closets in the common areas were opened and there were no flying bugs noted. One of the closets contained boxes of cereal with no crawling insects seen. The hallways were vacuumed with no debris noted along the floors. There were no insects noted on the ceilings. During the tour, the monitor was able to look into apartments #2, #3, #5 and #8 as the doors were opened. The program provided the monitor with apartment #10 as a workspace. There were no flying bugs seen. Apartment #8 was observed to be directly across the hall from the kitchen. The common bathroom, laundry room, and manager's office were also noted to be free of bugs. The kitchen was toured with no bugs seen. Flour and sugar was stored in sealed containers, and when opened, no bugs were seen. The kitchen counters were free of bugs. The program was in good repair with evidence of upkeep noted with painting supplies seen.

Staff #1 stated the food inspectors were at the program approximately two weeks ago in regards to a complaint about bugs in the kitchen. Staff #1 reported the food inspector found no bugs and did not leave a written report. Staff #1 reported there were no bugs in the building.

Staff #2 reported the building was in good condition and a maintenance log was kept which made upkeep easy. Staff #2 reported staff members changed light bulbs as able and had a maintenance person for hard-to-reach light bulbs.

Staff #2 reported no tenant complaints regarding the building and grounds. Staff #2 reported last summer two tenants who fed the birds kept bird food in their apartments in unsealed containers. At that time, there were larvae and moths in the building. Staff #2 reported bird food was placed in sealed containers or stored outside and a pest control company was called. Staff #2 reported there have been no bugs seen recently. Staff #2 reported she last saw a flying bug a couple months ago and vacuumed it up.

The program provided documentation of billing from a local pest control company for services rendered in September 2012 and February 2013. Staff #1 reported the pest control company provided services to the program regularly.

Tenant #1 was interviewed in the apartment and stated Tenant #2 fed the birds. Tenant #1 stated bird food was stored in the apartment and showed the monitor a sealed bucket. Tenant #1 stated the building was in good repair, the apartment and common areas were kept clean, and the sidewalks were shoveled in the winter. Tenant #1 reported no problems with bugs in the apartment. No bugs were noted in the apartment.

Tenant #2 was interviewed in the apartment and stated birds were fed for Tenant #1. Tenant #2 stated bird food used to be stored in the apartment until bugs appeared and bird food was now stored outside. Tenant #2 reported a pest control company came and there were no longer any bugs. Tenant #2 reported the program took care of the bugs immediately. Tenant #2 reported there were no bugs in the apartment at this time. No bugs were seen during the interview.

The food inspector was contacted. He reported he completed a routine inspection of the program's kitchen and no bugs were seen. The program provided documentation of that visit dated 2-8-13. The food inspector reported he received a complaint regarding bugs in the kitchen and went back to the program two to three weeks after the routine inspection. Again there were no bugs seen.

Previously the program had bugs in the building most likely related to bird food in unsealed containers. The bird food was isolated; a pest control company was contacted and provided services. Two tenants reported satisfaction with the cleanliness of the building and reported bird food was stored securely. No bugs crawling or flying were seen during the monitoring visit.

- Regulatory Insufficiency: None noted.