

TERRY E. BRANSTAD
GOVERNOR

KIM REYNOLDS
LT. GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

Complaint/Incident Intake #: 43555-C

May 15, 2013

Ms. Annette Grochala, Administrator
Vintage Hills Retirement Community
604 East Hillcrest Avenue
Indianola, IA 50125

RE: Final Complaint/Incident Investigation Report – Vintage Hills Retirement Community, Indianola, IA

Dear Ms. Grochala:

Enclosed is the **Final Complaint/Incident Investigation Report** from the on-site monitoring visit of May 9, 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 515/281-7039 or **Rose.Boccella@dia.iowa.gov**

Sincerely,

Rose Boccella

Rose Boccella
Program Coordinator
Adult Services Bureau

Enclosure

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

Assisted Living Program:

Vintage Hills Retirement Community
Annette Grochala, Administrator
604 East Hillcrest Ave.
Indianola, IA 50125

Complaint/Incident Intake #:

43555-C

Date of Complaint/Incident Investigation:

May 9, 2013

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:	26
Number of tenants with cognitive disorder:	2
Total Population of Program at time of on-site	28
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	35

Program History – The program received regulatory insufficiencies during the Oct. 2012 Recertification on-site in the areas of: Evaluation, Service Plan, Food Service, Dementia Specific Education and Structural.

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

A. Criteria for Admission and Retention

Complaint/Incident Allegation: It was alleged that a tenant exceeded the level of care for assisted living due to verbal statements to and about a staff member.

- **Monitoring Observation:** The Program Coordinator and Staff #1 and #2 were interviewed.

The Program Coordinator stated that a staff member had reported concerns regarding tenant verbal interactions to other staff but not toward other tenants. The staff member was asked to refrain from providing cares or medication administration to that tenant.

Staff #1 reported that all tenants were kind and she was not aware of any verbal altercations between staff and tenants or tenants and tenants.

Staff #2 reported she had heard some staff talking about one staff member who did not feel comfortable around a certain tenant but did not know specific details.

- **Regulatory Insufficiency:** None noted.

B. Tenant Rights

Complaint/Incident Allegation: It was alleged that one tenant took food from another tenant in the dining room.

- Monitoring Observation: The Program Coordinator stated that once or twice there had been a problem with one tenant taking a cognitively impaired tenant's dessert. This had been corrected by moving the cognitively impaired person to another table.

Staff #1 and #2 both reported no knowledge that tenants were having food taken away.

Observation of noon meal on 5-9-13 revealed plates delivered to each table individually. Dessert was sent out separately and no tenant was inappropriate at the table,

- Regulatory Insufficiency: None noted.