

TERRY E. BRANSTAD
GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

KIM REYNOLDS
LT. GOVERNOR

Complaint/Incident Intake #: 44480-I

July 25, 2013

Ms. Sharon Quail, Administrator
Maple Manor Village
345 Parriott
Aplington, IA 50604

**RE: Final Complaint/Incident Investigation Report – Maple Manor Village,
Aplington, IA**

Dear Ms. Quail:

Enclosed is the **Final Complaint/Incident Investigation Report** from the on-site monitoring visit of July 24, 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:

Maple Manor Village
Sharon Quail, Administrator
345 Parriott
Aplington, IA 50604

Complaint/Incident Intake #:

44480-I

Date of Complaint/Incident Investigation:

July 24, 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:	<u>16</u>
Number of tenants with cognitive disorder:	<u>0</u>
Total Population of Program at time of on-site	<u>16</u>
TOTAL census of Assisted Living Program	<u>16</u>

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

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

Structural Requirements

Complaint/Incident Allegation: The program reported torrential rains occurred on 6-24-13 causing 13 of 18 apartments to be flooded.

- **Monitoring Observation:** The Administrator stated that all tenants were evacuated to the attached nursing home where five tenants remain until repairs to their apartments can be completed. Seven tenants were able to return to their apartment after cleaning. Four tenants have returned to their apartments after renovations were finished. Five tenants chose to remain at the nursing home until renovations can be completed in their apartments.

Observation of the apartments revealed all sheet rock had been replaced up to 16 inches. Kitchen cupboards and appliances had been removed to clean and sterilize behind them. Several rooms were being painted. The carpet was removed down to bare cement. No evidence of water damage remains. Tenant furniture and possessions were steam cleaned or cleaned as necessary and are being kept in the program garage.

The Administrator stated that she had hoped for all repairs to be completed by 7-30-13 but delays in getting carpenters and carpeting have held up the process. They hope to have all tenants back in place within the next two to three weeks. The tenants will be allowed to return to their apartments and final repairs such as wallpapering and trimming floor boards can be done while they are there.

The tenants are continuing to pay the same amount with no additional charges while they are staying at the nursing home. All tenants were offered different options and chose to stay close-by at the nursing home.

The program reported the incident appropriately to the department by facsimile 6-25-13.

- Regulatory Insufficiency: None noted.