

TERRY E. BRANSTAD
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LT. GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

December 17, 2013

Complaint/Incident Intake #: 45994-IMs. Christine Cross, Manager
Solon Assisted Living Village
623 E. 5th Street
Solon, IA 52333**RE: Final Recertification Monitoring Evaluation & Complaint/Incident
Investigation Report – Solon Assisted Living Village, Solon, IA**

Dear Ms. Cross:

Enclosed is the **Final Recertification Monitoring Evaluation & 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 the documents 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 **S0306** with effective dates of **December 28, 2013** through **December 27, 2015**.

If you have any questions in regard to 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 Monitoring Evaluation & Complaint/Incident
Investigation Report

Assisted Living Program:

Complaint/Incident Intake #: 45994-I

Christine Cross, Manager
Solon Assisted Living Village
623 E. 5th Street
Solon, IA 52333

Date of Monitoring Visit & Complaint/Incident Investigation:

November 5 to December 9, 2013

Monitor(s):

Stephanie Cummins, MA

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:	15
Number of tenants with cognitive disorder:	1
Total Population of Program at time of on-site	16
TOTAL census of Assisted Living Program	16

Tenant/Family Satisfaction Results – A community meeting with 13 tenants was held. Housekeeping services were completed to their satisfaction and the building and grounds were safe, clean and sanitary. There were no concerns with maintenance, laundry or housekeeping. Nursing services were available and staff responded quickly when tenants called for assistance. Staff treated the tenants very well and staff was kind and cared about the tenants. Staff knew what services to provide and was trained to provide those services. The tenants liked the food and there was a variety of foods offered. The majority of the time the temperature of the food was appropriate, the meat was tender and staff served tenants appropriately. There were no complaints regarding food. There were enough activities offered and they received a schedule of activities. There was a variety of activities including: Bingo, Dominos, outings and daily exercises. They did not provide any suggestions for additional activities. The tenants felt safe and made their own decisions. Administrative staff listened to any concerns. They appreciated transportation to and from doctor appointments and reminders of appointments. The tenants were generally satisfied with the Program and would recommend it to others.

Program History – During the course of the Recertification visit and Complaint/Incident investigation conducted on November 5 to December 9, 2013, the Program did not receive any regulatory insufficiencies.

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

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

A. Other

Complaint/Incident Allegation: The Program reported tenants had money missing.

- **Monitoring Observation:** Six tenant files were reviewed. Tenants #1, #2 and #3 had money missing.

Tenant #1, a 92 year old, was admitted on 4-1-10 and diagnoses included:
Constipation, Coronary Artery Disease, Direct Inguinal Hernia on the left side,

Diverticulosis, Esophageal Reflux, Hyperglycemia, Hyperlipidemia, Hypertension (HTN), Ischemic Stroke(right side numbness), Osteoporosis, Polymyalgia Rheumatica, Temporal Arteritis, Type II Diabetes Mellitus and Urge Incontinence.

According to an Incident Report, the date of the incident was 10-8-13 to 10-10-13 and the place was Tenant #1's apartment. Tenant #1's family member met with the Manager and the Administrator at 2:30 p.m. on 10-18-13. The family member informed the Manager and Administrator that Tenant #1 had \$30.00 missing from Tenant #1's wallet between 10-8-13 at 3:00 p.m. and noon on 10-10-13. Another family member had placed money in the wallet for the family member to buy supplies for Tenant #1. Tenant #1 called the family member on 10-10-13 to report it missing. The family member arrived at noon and confirmed. The apartment was searched and there was a paper towel left in the wallet. The family member reported there had been other incidents in the past of missing money but were not reported due to not wanting Tenant #1 to be anxious. Law enforcement was called and responded.

According to a document regarding Tenant #1's theft investigation, Tenant #1's family member reported another family member put \$30.00 in Tenant #1's wallet at 3:00 p.m. on 10-8-13. On 10-10-13 in the a.m. the family member received a telephone call from Tenant #1 who stated the money was gone and someone had put paper towels in its place. The family member arrived at 12:00 p.m. and verified it was gone, searched the apartment and could not find it. The family member said it was not the first time money had gone missing. On 10-8-13 was the first time they left money since July.

The Manager called law enforcement to report a theft. The Manager completed an online report with the Department.

Tenant #2, an 80 year old, was admitted on 4-10-11 and diagnoses included: HTN, Hypothyroidism, Depression, Atrial Fibrillation, Permanent Pacemaker, Gout and Spinal Stenosis.

According to an Incident Report, the date of the incident was 10-26-13 and the time of the incident was unknown. The description of the incident indicated money was lost and was not sure where. Tenant #2 noticed that morning and was not sure if Tenant #2 left it out, Tenant #2 was at a drugstore. The amount was \$100.00 cash and Tenant #2 was not sure where it was lost. Law enforcement was contacted.

According to a document regarding Tenant #2's missing money investigation, the Manager received a telephone call from staff regarding a report from Tenant #2 and Tenant #2's family member that Tenant #2 was missing \$100.00. It was reported to staff as Tenant #2 and Tenant #2's family were leaving the building. Staff filled out an incident report. The Manager arrived and reviewed the incident report with staff. Tenant #2 and Tenant #2's family member returned to the Program and the Manager interviewed them. It was reported that on 10-25-13 Tenant #2 and Tenant #2's family member went out to eat and then went to a bank. Tenant #2 received \$100.00 and provided the denominations of which the money was received. The money was kept in a bank envelope. They next went to a drugstore, made a purchase with a credit card. They returned back at about 2:00 p.m. and left to visit a tenant at the nursing home. Tenant #2 looked the next day about 3:00 p.m. Tenant #2 was getting ready to

go shopping with a family member and noticed the envelope with the money was missing. They called the drugstore and retraced their steps and then talked to a staff before leaving the building for night.

The Manager notified law enforcement and a report was filed with the Department.

Tenant #3, an 88 year old, was admitted on 4-6-13 and diagnoses included: Unspecified Hypothyroidism, Essential HTN, Urge Incontinence, Osteoporosis, Colon Polyps, Osteoarthritis, Venous Stasis, Eczema and Urinary Tract Infection.

According to an Incident Report, the date of the incident was unknown (week of 10-21-13) and the time was unknown. The description of the incident indicated the Manager received a telephone call from Tenant #3's family member who reported Tenant #3 had money missing from Tenant #3's wallet. It was reported Tenant #3 had two 20 dollar bills and one 10 dollar bill and put it in separate locations in Tenant #3's wallet. Over the course of a week, one by one each bill went missing. It was not the first time money had gone missing but it was the first time it was reported. Law enforcement had already been called for another report and was en route.

According to a document regarding Tenant #3's missing money investigation, on 10-28-13 the Manager received a call from Tenant #3's family member, who told the Manager, Tenant #3 was missing money. The family member said it happened once before, a few weeks ago, Tenant #3 had \$40.00 that was missing and it was not reported. The family member reported last week, the family member gave Tenant #3 \$50.00 and Tenant #3 kept it in separate locations in the wallet. One by one each of the bills were taken over the course of a few days. Tenant #3 and the family member searched the apartment but could not find it.

Law enforcement was investigating the report of missing from another tenant and interviewed Tenant #3. An online report was submitted to the Department.

According to the Manager, on 10-28-13 it was announced to tenants there was money missing and it was recommended they lock up valuables and make sure all things were kept safe. Staff was interviewed and provided statements.

The Program reported Tenants #1, #2 and #3 were missing money. Incident reports were completed for each tenant regarding the missing money. Investigations were completed related to the incidents. Law enforcement was notified of the missing money. The Manager submitted reports to the Department regarding the incidents of missing money. The Program's policy regarding abuse prohibition was reviewed and it appeared the Program followed their policy.

It could not be determined what happened to the missing money; however, no regulatory insufficiencies were identified related to the incidents.

- Regulatory Insufficiency: None noted.