

TERRY E. BRANSTAD
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LT. GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

September 23, 2014

Ms. Nichole Will, Executive Director
Country Manor Memory Care
900 West 46th Street
Davenport, IA 52806

**RE: Final Recertification Monitoring Evaluation Report – Country Manor
Memory Care, Davenport, IA**

Dear Ms. Will:

Enclosed is the **Final Recertification 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 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 **S0017** with effective dates of **June 30, 2014** through **June 29, 2016**.

If you have any questions in regard to this certification, 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 Recertification Monitoring Evaluation Report

Assisted Living Program:

Nichole Will, Executive Director
Country Manor
900 West 46th Street
Davenport, IA 52806

Date of Monitoring Visit:

September 15, 2014

Monitor(s):

Margaret Kaltefleiter, RN MS

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.

Dementia-Specific Program by Dedication	
Number of tenants without cognitive disorder:	<u>3</u>
Number of tenants with cognitive disorder:	<u>18</u>
Total Population of Program at time of on-site	<u>21</u>
TOTAL census of Assisted Living Program	<u>21</u>

Tenant/Family Satisfaction Results – The monitor observed the buildings and grounds were safe, clean and sanitary. Tenants were neat, clean, dressed and socializing within the cottages. Tenant activities for the day were a Bible study, morning walk, socialization and pedicures. Tenants appeared happy, enjoyed the activities and the noon meal. A private interview was held with one tenants' family who stated they were very pleased with the Program; staff did a good job and were most respectful of the tenants. The family stated they appreciated their loved one's personality remained the same even though the tenant could not recall some things. They stated tenants were always clean, neat and well fed, the food was good and the family had no concerns.

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