

INSPECTIONS & APPEALS

HEALTH FACILITIES DIVISION

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January 6, 2015

Ms. Samantha Hadden, Director
Bickford Cottage Urbandale
5915 Sutton Place
Urbandale, IA 50322

**RE: Final Recertification Monitoring Evaluation Report - Bickford Cottage
Urbandale, Urbandale, IA**

Dear Ms. Hadden:

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 **S0042** with effective dates of **September 30, 2014** through **September 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:

Samantha Hadden, Director
Bickford Cottage Urbandale
5915 Sutton Place
Urbandale, IA 50322

Date of Monitoring Visit:

October 6th and 7th, 2014

Monitor(s):

Lori Miner, RN BSN
Michael Rohner, OTR/L

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.

General Population Program	
Number of tenants without cognitive disorder:	35
Number of tenants with cognitive disorder:	4
Total Population of Program at time of on-site	39
Dementia-Specific Program by Dedication	
Number of tenants without cognitive disorder:	0
Number of tenants with cognitive disorder:	13
Total Population of Program at time of on-site	13
TOTAL census of Assisted Living Program	52

Tenant/Family Satisfaction Results – A meeting was held with six tenants. The best thing about the program was the activities and the meals. Housekeeping was completed to the tenants' satisfaction. Tenants used a call pendant to request assistance. Staff members were reported to respond in five to ten minutes. Tenants verbalized no concerns about the way staff members treated them. The food was described as good with hot foods served hot. There were enough activities offered with no suggestions for new activities. The tenants reported feeling safe at the program, were generally satisfied, and would recommend it to others.

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