

TERRY E. BRANSTAD
GOVERNOR

RODNEY A. ROBERTS, DIRECTOR

KIM REYNOLDS
LT. GOVERNOR

**Complaint/Incident Intake #: 55229-C
55698-C**

October 30, 2015

Ms. Kelsi Smith, Administrator
Rose of East Des Moines
1331 Idaho Street
Des Moines, IA 50316

RE: Final Complaint/Incident Investigation Report – Rose of East Des Moines, Des Moines, IA

Dear Ms. Smith:

Enclosed is the **Final Complaint/Incident Investigation Report** from the on-site monitoring visit of October 26 & 27, 2015, 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.

Based on observations, staff and tenant interviews, a review of tenant files, menus, and food license, the following was noted:

1. Allegation #55698-C – Food-It was alleged the Program offered the same alternatives to daily menus. It was alleged the Program served a lot of processed foods
Findings- Not Substantiated
Comments – Assisted Living regulations require meals to be nutritionally adequate. The Program provided documentation of menus signed by a dietitian which met the regulations. There are no assisted living regulations related to the amount of processed foods served. There are no assisted living regulations requiring programs to serve alternatives to the main menu.
2. Allegation #55698-C – Food –It was alleged the Program ran out of “tasty” food. It was alleged tenants who received boxed meals did not receive the same food items as those tenants who ate in the dining room.
Findings – Not Substantiated

Comments – Noon meals were observed during both days of the onsite visit. Both meals were observed to follow the menu's main entree including those boxed. Tenants were interviewed following the meals on both days and none indicated the meals were not "tasty." The Program provided documentation of menus signed by a dietitian to ensure nutritional requirements were met. The Program did not run out of menu items.

3. Allegation #55698-C – Food-It was alleged tenants were working in the kitchen because the Program was short staffed

Findings – Not Substantiated

Comments – Noon meals were observed during both days of the onsite visit. At no time were any tenants observed working in the kitchen. The Cook, who stated she had been with the Program about a month, stated she did not allow tenants to work in the kitchen.

4. Allegation #55698-C – Food-It was alleged the Program did not provide an ice machine.

Findings- Not Substantiated

Comments – There are no assisted living regulations requiring the Program to provide an ice machine.

5. Allegation #55698-C – Food-It was alleged the Program did not provide gluten-free meals

Findings – Not Substantiated

Comments – The Program identified two persons with physician orders to receive gluten-free meals. Only one of the tenants received meals through the Program on a routine basis. Noon meals were observed on both days, and on both days meals were prepared using gluten-free foods.

6. Allegation #55698-C-Structure-It was alleged the Program had repair issues. A bedroom blind was broken and anyone could look in.

Findings – Not Substantiated.

Comments: All three floors of the Program were toured during the onsite visit. The Program was in generally good condition in the common areas. The carpet was in generally good condition. A carpet cleaning service was observed at the Program. The common corridors were in generally good condition with some wear noted. Generally the building appeared to be well maintained and clean. A blind was observed in an apartment, located on the third floor, was noted to not go to the bottom of the window. The Program's occupancy agreement was reviewed and clearly stated tenants were responsible for expenses incurred by the Program for repairs to the interior of the apartment related to mistreatment of the apartment. In an interview with the Executive Director, she indicated the blind would be replaced at Program expense, and any future blinds would be at tenant expense.

7. Allegation #55698-C – Structure-It was alleged the corner on the living room wall was not sanded after the application of "plaster."

Findings – Do not rise to the level of a regulatory insufficiency

Comments – The regulations related to structure require the building to be safe. The corner of the living room wall of a tenant apartment appeared to have had "plaster" applied. In an interview with the tenant, the tenant stated the appearance was unsightly, but did not identify it as being unsafe. Maintenance was interviewed and provided documentation of a work order related to sanding of the area. Maintenance stated he worked 20 hours a week and had prioritized work orders as they came in. Maintenance stated the area was safe and it was cosmetic work to the area to be done.

8. Allegation #55698-C – Structure-It was alleged the air conditioner in a specific apartment had mold or mildew.

Findings – Do not rise to the level of a regulatory insufficiency

Comments – According to general information on mold from the Centers for Disease Control, mold grows in places with lots of moisture and grows well on paper, wood, drywall, and fabrics. The tenant residing in the apartment allowed access to the apartment. The tenant had just come in from outside and was dressed in a coat. The air conditioner was off. There was no musty odor noted when entering the apartment or when the air conditioner was turned on. The air conditioner, which was plastic, was dry as was the surrounding wall. There was no evidence of moisture on the surrounding wall. The intake filter did contain dust and the intake coils appeared generally clean. There was some spotting of debris in the area of the cool air vents at the top of the air conditioner which appeared to be dry. The debris was easily removed with a paper towel. Maintenance reported no knowledge of mold issues in the building. Maintenance reported routine maintenance and cleaning of air conditioners was to take place in all apartments beginning the next week. Maintenance responded immediately and stated the air conditioner would be cleaned. The nurse was interviewed and stated she had not been notified prior to the onsite visit of any mold concerns. Five other air conditioners were observed within the building. The air conditioners and surrounding walls were dry and showed no evidence of moisture. Four of the air conditioners, which were observed on October 26, 2015, had dirty filters or coils. Maintenance had cleaned the reported air conditioners by October 27, 2015.

9. Allegation identified during onsite visit– Structure- It was alleged feral cats were being attracted to the property

Findings – Do not rise to the level of a regulatory insufficiency

Comments – The Program provided documentation of action taken in response to concerns of cats being drawn to Program property and ongoing monitoring. The Executive Director was observed taking action in response to the concern.

10. Allegation #55229-C -Food- It was alleged the meals were “disgusting,” the food was burned and overcooked.

Findings- Not Substantiated

Comments –Assisted Living regulations require meals to be nutritionally adequate. The Program provided documentation that met the regulations. Noon meals were observed on both days of the onsite visit. No foods were observed to leave the kitchen in a burned state. Foods served were plated and served with good presentation. Tenants were interviewed following the meals on both days and none of the tenants complained about the food.

11. Allegation #55229-C – Food – It was alleged odd combinations of food were served, portion sizes were small and tenants were still hungry. It was alleged meals served did not match the menu.

Findings – Not Substantiated

Comments – Noon meals were observed during both days of the onsite visit. Both meals were observed to consist of items on the menu. One observation revealed bread was not served at one of the meals; however, a pattern could not be established. Tenants were interviewed following the meals on both days and none of the tenants complained the combinations of food were odd. The Program provided documentation of menus signed by a dietitian to ensure nutritional requirements were met.

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

DEPARTMENT OF INSPECTIONS AND APPEALS

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: S0282	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 10/27/2015
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NAME OF PROVIDER OR SUPPLIER ROSE OF EAST DES MOINES	STREET ADDRESS, CITY, STATE, ZIP CODE 1331 IDAHO STREET DES MOINES, IA 50316
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
A 000	481-67 Initial Comments 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: 60 Number of tenants with cognitive disorder: 1 Total Population of Program at time of on-site: 61 TOTAL census of Assisted Living Program: 61 No regulatory insufficiencies were cited during the investigation of Complaint #55698-C and Complaint #55229-C.	A 000		

DIVISION OF HEALTH FACILITIES - STATE OF IOWA

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE