DEPARTMENT OF INSPECTIONS AND APPEALS ok

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	S0078	A. BUILDING: _____ B. WING _____	C 03/16/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CLOVER RIDGE PLACE	205 EHLERS LANE MAQUOKETA, IA 52060

(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	Initial Comments Assisted Living Programs for People with Dementia are defined by the population served. The census numbers were provided by the Program at the time of the on-site. Number of tenants without cognitive disorder: 33 Number of tenants with cognitive disorder: 13 TOTAL census of Assisted Living Program: 46 There were no regulatory insufficiencies cited during the investigation into Incident #109393-M. The following regulatory insuffiency was cited into Incident #110425-I and Complaint #110415-C.	A 000	See Attached POC 6/15/23	
A 155	481-67.3(1) Tenant Rights 481-67.3 Tenant rights. All tenants have the following rights: 67.3(1) To be treated with consideration, respect, and full recognition of personal dignity and autonomy. This REQUIREMENT is not met as evidenced by: Based on interview and record review, the program failed to provide a respectful environment for 4 of 7 tenants reviewed (Tenant #1, Tenant #2, Tenant #3 and Tenant C1). Findings follow: 1) When interviewed on 3/14/23 at 4:20 p.m., Staff B discussed an incident which occurred on 1/10/23. Tenant #1 expressed physical complaints during the week such as issues with her blood pressure and ankle pain. Tenant #1	A 155		

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A 155	Continued From page 1	A 155		

reported her ankle hurt, and asked for medication or to go to her room. Tenant #1 wanted to call her daughter but she couldn't find her phone. Staff B asked Staff A those questions because she had more experience working at the program. Then Staff A said, no, Tenant #1 was fine, and said they'd eventually get to it. Staff A continued to deny Tenant #1's requests. Staff A said she already talked to the Registered Nurse (RN) and they gave Tenant #1 ice and ibuprofen. Staff A also wouldn't allow Tenant #1 to call her daughter even though the tenant spoke with her daughter regularly. As Staff A was putting Tenant #1 off, she swore at her. Staff A continued to tell the tenant her feet hurt all the time, and asked Tenant #1 why she complained about her feet. Tenant #1's ankle was visibly swollen. Staff B went to care for another tenant and on her return, Tenant #1 was crying. Tenant #1 wanted to talk to the main boss to report the concerns. Staff B stated over the evening Staff A used inappropriate language, incluidng expletives five to seven times toward Tenant #1. In addition, Staff A made three to four demeaning comments.

In discussion of other incidents which concerned her, Staff B recalled Staff A told Tenant #1, if she wasn't quite Staff A would make Tenant #1 go to her room. Staff B was right next to Tenant #1 and kept her calm so Staff A did not send the tenant to her room. This may have happened three times. Tenant #1 would say I don't want to be around Staff A and I don't want her next to me, I am scared to what she might do to me.

Staff B heard Staff A talk in that manner to another employee who was engaging in activities with tenants. Staff A was passing medication to tenants. She asked the employee if she was f-ing done with that yet right in the middle of the dining

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A 155	Continued From page 2 area where tenants could hear. A couple of times Staff A told Tenant C1 to eat your [expletive] food. Tenant C1 was a slow eater. 2) When interviewed on on 3/14/23 at 9:35 a.m., Staff C recalled sometimes Staff A sounded aggressive or rude to tenants. She heard Staff A swear directly at a tenant. This occurred maybe three to four times since July 2022. Staff A forcefully told Tenant #1 to come and eat her meals at random times. Staff A told Tenant #2 she could not get up until she ate all her food. Staff A told others they could not get up until they ate their damn food. Staff A would not hold tenants's chairs in at the dining table, but they would feel like they had to eat. Most tenants didn't eat all of their food so they sat there for a long time and eventually get up and left. Staff D has recently started to be aggressive and rude with tenants, but less so than Staff A. She said things to them like you need to eat all your damned food. This started more recently. 3) When interviewed on 3/15 at 5:00 p.m., Staff E reported, she worked most days with Staff A over the past year. Staff E said the last two months of Staff A's employment (Nov, 2022 - Jan 2023), Staff A seemed to have the hardest time at work. Her foot hurt and she was the hardest on her co-workers and the tenants. Staff E stated she heard Staff A swear, but not at the tenants. Staff A refused to allow the tenants to have music or the TV playing in the common areas. She said it was too much noise. They could listen to these things in their apartments.	A 155		

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A 155	Continued From page 3 After the evening meal, everyone needed to return to their apartments for a nap. No one refused to go to their apartments or was kept in their apartments if they wanted to leave. Staff E said Tenant #3 was left at the dining room table for long periods of time. This was partially because it took her up to an hour longer than other tenants to eat. Staff A said Tenant #3, and other tenants she didn't care for, were fine where they were. When Staff A had an activity going on like BINGO and Staff E wanted to bring Tenant #3, Staff A said Tenant #3 was fine where she was at (her room), because Tenant #3 could not see well to participate. This bothered Staff E but she did not go against Staff A. Staff E could not provide any dates for these issues, but said they increased in frequency the last two months of Staff E's employment. Record review revealed the Program's internal investigation of the incident on 1/10/22 indicated the following: a. Tenant #1 reported Staff A made her throw food away she was going to give to a dog. Tenant #1 said Staff A was talking shit this, shit that. b. Staff C reported Staff A told tenants they had to do something they don't want to do like sit and eat all their food. Staff A didn't Tenant C1 his hot chocolate because she didn't want to clean up the mess. c. Staff B walked with Tenant C1. Staff A wanted Staff B to take a meal to a tenant under Covid precautions. Staff B said she could not do it as she had not been fit for an N95 mask. Staff A said it was f-ing bull crap in front of Tenant C1. d. Staff D reported Staff A cussed and made fun of tenants. Staff A said Tenant C1 needed to	A 155		

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A 155	Continued From page 4 listen and not be so stupid when staff asked him to do things. e. Staff F reported she witnessed a situation in which Tenant #1 would not sit down. Staff A said, Dammit, Tenant #1 sit down. f. The Registered Nurse (RN) documented she was contacted by Staff B on 1/10/23 at 4:30 p.m. Staff B reported A told her not to toilet tenants prior to the evening meal even though it needed to occur. She was also being mean to Tenant #1. On 1/11/23 at 2:30 p.m., Staff B followed up with the RN to inform her later in the evening on 1/10/23, Staff A was saying retard, f*** and sh** in front of all the tenants at the dining table. g. Staff G reported she heard Staff A raise her voice more than once. It usually occurred when there was a gathering. Staff A got stern and raised her voice. Staff A redirected the situation. Staff G reported it was not a daily occurrence, it just happened. h. Staff H reported she heard Staff A raise her voice and be rude on random occasions. For instance, Staff A sat across the room and yelled at Tenant C1 to eat instead of helping him. Staff A did the same with Tenant #3. When interviewed on 3/16/23 with the Director stated she did not realize the exent of the issue with Staff A's interactions with tenants until she started an internal investigation.	A 155		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS	PROVIDER/SUPPLIER/CLIA INDENTIFICATION NUMBER: Clover Ridge Place S0078	DATE SURVEY COMPLETED: 3/16/2023

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Tag #1	**Tenant Rights** ***481-67.3 Tenant rights. All tenants have the following rights:*** ***67.3(1) To be treated with consideration, respect and full recognition of personal dignity and autonomy.*** ***Based on interview and record review, the program failed to provide a respectful environment for 4 of 7 tenants reviewed.***	Tag #A155	Staff A's employment was terminated on 1/16/23. All staff were re-educated on Tenant Rights and Dependent Adult Abuse Reporting on 01/14/2023. All current employees completed DHS Dependent Adult Abuse Training by 1/24/23. All staff were re-educated on the Grievance Policy and Process by 6/8/23.	All new hires will be trained on Tenant Rights, Dependent Adult Abuse Reporting and Grievance Policy during their new hire orientation period. The Director or Designee will complete periodic audits on existing employee files to assure completion of trainings.	Implementation Date: 3/16/2023 Completion Date: Ongoing Responsible Party: Director and/or Designee

Preparation and/or execution of this plan of correction does not constitute admission or agreement by the provider of the truth of the facts alleged or conclusions set forth in the statement of regulatory insufficiencies. The plan of correction is prepared and/or executed solely because it is required by the provisions of state law.

Compliance Date: 6/15/2023