1/16/19

PRINTED: 12/10/2018
FORM APPROVED

DEPARTMENT OF INSPECTIONS AND APPEALS

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	S0382	A. BUILDING: _____ B. WING _____	11/14/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SHORES AT PLEASANT HILL AL	1500 EDGEWATER DRIVE PLEASANT HILL, IA 50327

(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 are defined by the type of population served. The census numbers were provided by the Program at the time of the on-site. Number of tenants without cognitive disorder: 88 Number of tenants with cognitive disorder: 5 Total census of Assisted Living Program: 93 The following regulatory insufficiency was cited during the initial certification conducted to determine compliance with certification for an Assisted Living Program:	A 000	A. How will the program correct each regulatory insuficiency? i. Program will hold resident council meetings with minutes being taken each month. ii. A new concern and comments policy will be implemented to management staff. Then the procedure for complaints/concerns will be communicated to residents at next resident council meeting on 1/9/2019. iii. An in-service will be held with kitchen staff regarding customer service, meeting customer's needs, food temperature, food presentation and tenant rights. iv. An always available menu will be implemented by January 2nd 2019 increasing resident choice.	
A 016	481-67.3(5) Tenant Rights 481-67.3 Tenant rights. All tenants have the following rights: 67/3(5) To receive from the manager and staff of the program a reasonable response to all requests. This REQUIREMENT is not met as evidenced by: Based on interview and record review the Program failed to respond to tenant concerns regarding food and food service. This potentially affected 93 of 93 tenants who resided at the Program at the time of the certification. Finding	A 016	B. Measure taken to ensure the problem does not reoccur. i. ED will share council meeting minutes at Resident Council and reflect any comments or concerns raised and discuss follow up from last council meeting. C. How will the program monitor performance to ensure compliance? i. At each resident council meeting program will discuss resident's concerns and if they are being dealt with in a timely manner. ii.ED/Designee will monitor meal service randomly 2x/week for 3 months, 1x/ week for 4 weeks and random times after. D. Date by which the regulatory insufficiencies will be corrected by. i. Kitchen In-service will be completed by 12/31/2018 ii. Concerns and Complaint training completed by 12/31/2018.	

DIVISION OF HEALTH FACILITIES - STATE OF IOWA
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE

1/15/19

DEPARTMENT OF INSPECTIONS AND APPEALS

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	S0382	A. BUILDING: _____ B. WING _____	11/14/2018

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SHORES AT PLEASANT HILL AL	1500 EDGEWATER DRIVE PLEASANT HILL, IA 50327

(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 016	Continued From page 1 follows: A group interview was held on 11/14/18 at 10:00 a.m. with 24 tenants of the Program. During this meeting most of the tenants expressed concern about the food and food service. Concerns ranged from temperature of the food to presentation of the food. In addition tenants said the servers in the dining room disappeared into the kitchen and were not available to reheat food if needed or fill drinks for tenants. Tenants said in order to get assistance from dining room servers they needed to go the kitchen door to find them. Tenants complained about the menus and the number of times certain vegetables were served. According to tenants they have expressed their concerns repeatedly with no action taken by the Program. When interviewed on 11/14/18 at 11:30 a.m. the Administrator acknowledged food and food service had been an issue for tenants and the Program had been working on it. He stated the Program had recently been bought by a different company and he would be working with them to address the tenant concerns.	A 016	ED 12/10/2018	