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July 9, 2014

Virginia Thornley, Administrator
Annabelle House
917 East Ustick Road
Caldwell, Idaho 83605

Provider ID: RC-1058

Ms. Thornley:

An unannounced, on-site complaint investigation survey was conducted at Annabelle House on July 1, 2014. At that time, observations, interviews, and record reviews were conducted with the following results:

Complaint # ID00006330

Allegation #1: The facility increased service fees without justification.

Findings #1: Unsubstantiated. Although the allegation may have occurred, it could not be determined during the complaint investigation.

Allegation #2: Residents did not receive the care and services as outlined in their NSAs, such as assistance with eating and toileting.

Findings #2: Unsubstantiated. Although the allegation may have occurred, it could not be determined during the complaint investigation.

Allegation #3: The facility did not schedule sufficient staff to supervise and meet the needs of the residents.

Findings #3: Unsubstantiated. Although the allegation may have occurred, it could not be determined during the complaint investigation.

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Allegation #4: Residents were left unsupervised when a staff member was found sleeping on duty.

Findings #4: Unsubstantiated. However, the facility was not cited, because there is not a state rule that one staff cannot sleep on duty if another staff is present and the residents' needs are being met.

Allegation #5: The facility retained residents who required more care than the facility was able to provide.

Findings #5: Unsubstantiated. This does not mean the incident did not take place; it only means that the allegation could not be proven.

Allegation #6: The facility did not provide adequate training to caregivers.

Findings #6: Unsubstantiated. Although the allegation may have occurred, it could not be determined during the complaint investigation.

Allegation #7: The facility did not provide adequate activities for the residents.

Findings #7: Unsubstantiated. Although the allegation may have occurred, it could not be determined during the complaint investigation.

As no deficiencies were cited as a result of our investigation, no response is necessary to this report. Thank you to you and your staff for the courtesies extended to us on our visit.

Sincerely,



MAUREEN MCCANN, RN
Health Facility Surveyor
Residential Assisted Living Facility Program

MM/sc

c: Jamie Simpson, MBA, QMRP, Supervisor, Residential Assisted Living Facility Program