



IDAHO DEPARTMENT OF
HEALTH & WELFARE

C.L. "BUTCH" OTTER – GOVERNOR
RICHARD M. ARMSTRONG – DIRECTOR

TAMARA PRISOCK – ADMINISTRATOR
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P.O. Box 83720
Boise, Idaho 83720-0009
PHONE: 208-334-6626
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September 6, 2013

Bryon Martin, Administrator
Golden Age Heritage Home
PO Box 47
Preston, ID 83263

License #: RC-467

Dear Mr. Martin:

On July 25, 2013, a complaint investigation survey was conducted at Golden Age Heritage Home. As a result of that survey, deficient practices were found. The deficiencies were cited at the following level(s):

- Non-core issues, which are described on the Punch List, and for which you have submitted evidence of resolution.

Your submitted evidence of resolution are being accepted by this office. Please ensure the corrections you identified are implemented for all residents and situations, and implement a monitoring system to make certain the deficient practices do not recur.

Thank you for your work to correct these deficiencies. Should you have questions, please contact Maureen McCann, Health Facility Surveyor, Residential Assisted Living Facility Program, at (208) 364-1962.

Sincerely,

Maureen A. McCann, RN
Team Leader
Health Facility Surveyor

MM/TFP

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



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August 16, 2013

Bryon Martin, Administrator
Golden Age Heritage Home
PO Box 47
Preston, ID 83263

Dear Mr. Martin:

An unannounced, on-site complaint investigation survey was conducted at Golden Age Heritage Home on July 25, 2013. During that time, observations, interviews or record reviews were conducted with the following results:

Complaint # ID00005944

Allegation #1: The facility's main kitchen was dirty.

Findings #1: On 7/25/13, an unannounced survey was conducted at the facility. The facility's main kitchen was observed to be clean, tidy and free from trash build-up or odors.

On 7/25/13 between 9:00 AM and 3:00 PM, the administrator, 6 staff, 2 family members and 5 residents stated the kitchen was routinely kept clean and tidy.

On 7/25/13, the facility complaint documentation was reviewed. There were no complaints documented that the kitchen had been found dirty.

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

Allegation #2: The facility only had one staff scheduled on the night shift, although residents required a two-person assist transferring to the toilet.

Findings #2: Insufficient evidence was available to substantiate this allegation at the time of the complaint investigation.

Unsubstantiated.

Allegation #3: Staff were not adequately trained to meet the residents' needs in the main building.

Findings #3: On 7/25/13, an unannounced survey was conducted at the facility. Between 9:00 AM and 3:00 PM, staff in the main building were observed to be providing appropriate care for residents.

On 7/25/13 between 9:00 AM and 3:00 PM, the administrator, 2 family members and 5 residents stated they felt the staff provided the necessary care for required for each resident. Six staff stated they felt they had received adequate training to provide the necessary care for each resident.

On 7/25/13, the facility complaint documentation was reviewed. There were no complaints regarding staff not having the knowledge to provide adequate care for the residents.

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

Allegation #4: The facility did not offer activities to the residents in the main building.

Findings #4: On 7/25/13, an unannounced survey was conducted at the facility. The facility was observed to offer activities; however, low resident attendance was noted.

On 7/25/13 between 9:00 AM and 3:00 PM, the administrator, 6 staff, 2 family members and 5 residents stated the facility did offer activities. Family members and residents stated the activities offered were limited and the activity director's hours had been reduced.

On 7/25/13, the facility complaint documentation was reviewed. There were no complaints documented regarding activities.

Unsubstantiated. The facility did have an activity program, but, the activities offered did not appear to engage many residents. The facility was offered technical assistance to review their activity program and offer activities appropriate and appealing to the various types of residents residing in the facility.

Allegation #5: An identified resident did not receive medical care after a change in condition (passing out).

Findings #5: Insufficient evidence was available to substantiate this allegation at the time of the investigation.

Unsubstantiated. However, the facility was issued a deficiency at IDAPA 16.03.22.305.05 for the nurse not following up on her previous recommendations she made regarding the health needs of the identified resident.

Bryon Martin, Administrator

August 16, 2013

Page 3 of 3

Allegation #6: The facility did not pay an identified resident's pharmacy bill, after collecting the money from the resident to pay the bill.

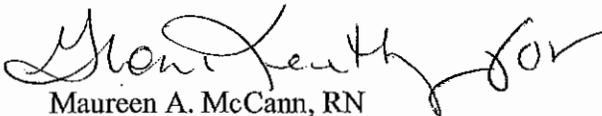
Findings #6: Insufficient evidence was available to substantiate this allegation at the time of the complaint investigation.

Unsubstantiated.

Please bear in mind that a non-core issue deficiency was identified on the punch list, a copy of which was reviewed and left with you during the exit conference, on **July 25, 2013**. The completed punch list form and accompanying evidence of resolution (e.g., receipts, pictures, policy updates, etc) are to be submitted to this office within thirty (30) days from the exit date.

If you have questions or concerns regarding our visit, please call us at (208) 334-6626. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

Sincerely,



Maureen A. McCann, RN
Health Facility Surveyor
Residential Assisted Living Facility Program

MAM/TFP

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

