



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

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July 6, 2015

Mary White, Administrator  
Lily And Syringa Homes - Niguel Sante LLC  
840 East 1st  
Idaho Falls, Idaho 83401

Provider ID: RC-900

Ms. White:

An unannounced, on-site complaint investigation survey was conducted at Lily and Syringa Homes - Niguel Sante LLC between June 17, 2015 and June 18, 2015. During that time, observations, interviews, and record reviews were conducted with the following results:

**Complaint # ID00006430**

**Allegation #1:** The facility admitted a resident who was not compatible with other residents.

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

**Allegation #2:** The facility did not protect the residents' right to privacy.

**Findings:** Unsubstantiated. The facility acted appropriately and allowed the resident to shut and lock her door and provided 15 minute checks to prevent other residents from wandering into her room again. No other similar incidents were documented after the 3/20/15 incident.

**Allegation #3:** Staff were not appropriately trained to work with residents with vision impairments.

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

Mary White, Administrator

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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,

A handwritten signature in black ink, appearing to read "Matt Hauser".

MATT HAUSER, MH  
Health Facility Surveyor  
Residential Assisted Living Facility Program

MH/sc

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