



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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August 20, 2015

Thair Pond, Administrator
Tomorrow's Hope - Nampa
1655 Fairview Avenue, Ste 100
Boise, ID 83702

Provider #13G080

Dear Mr. Pond:

An unannounced on-site complaint investigation was conducted from August 18, 2015 to August 19, 2015 at Tomorrow's Hope - Nampa. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00007140

Allegation #1: There is not a sufficient amount of food maintained at the facility.

Findings #2: During the survey, observations were completed, and staff and individual interviews were conducted.

An observation was conducted at the facility on 8/18/15 from 10:00 - 10:35 a.m. During that time, the refrigerator/freezer in the kitchen was observed to be full of food, including items such as frozen vegetables, frozen waffles, frozen potatoes, lunch meats, milk, yogurt, cheese, butter, eggs, fresh fruit and vegetables, etc. The pantry was observed to contain staple foods (flour, sugar, salt, oil, spices, etc.), cereals, rice, instant potatoes, canned fruits and vegetables, bread, crackers, peanut butter, etc.

There was a standing freezer and a refrigerator/freezer combination in the garage. Both units were full and contained items such as bread, potatoes, rice, frozen entrees, sherbet, sour cream, bagels, fresh vegetables, yogurt, milk, etc. Additionally, there were cases of Ensure observed stored in the garage.

Five direct care staff were interviewed on 8/18/15 between 1:15 - 2:15 p.m. All 5 staff stated there was always food present in the facility. All staff stated meals were prepared in accordance with the menu. All staff stated if an item was missing for a meal, a substitution of like-for-like would be made (meat for meat, starch for starch, etc.), or the House Manager would provide a check to shop for the needed item. One staff stated she did the weekly shopping for the facility. The staff stated she had not shopped for the coming week, but would be doing so that evening. Four other staff confirmed the one staff shopped for the facility and did the shopping at some point on Tuesdays.

Additionally, 2 individuals residing at the facility were interviewed, on 8/18/15 between 1:30 - 1:45 p.m. Both individual's denied being without food in the facility.

The QIDP and House Manager were interviewed, on 8/18/15 from 2:20 - 2:40 p.m. Both stated there was always food in the home. Both confirmed the facility's process for shopping.

It could not be determined the facility was, or had been, without a sufficient food. Therefore, the allegation was unsubstantiated and no deficient practice was identified.

Conclusion #1: Unsubstantiated. Lack of sufficient evidence.

Allegation #2: The facility does not have a functional shower.

Findings #2: During the survey, observations were completed, and staff and individual interviews were conducted.

An observation was conducted at the facility on 8/18/15 from 10:00 - 10:35 a.m. During that time, the main facility bathroom was observed to be locked.

The Qualified Intellectual Disabilities Professional (QIDP), who was present during the observation, stated the bathroom was being remodeled to install a tub/shower combination where the walk-in shower had previously been located. The maintenance personnel, who was also present, stated the project had taken about a week and the new tub/shower would be operational on 8/19/15. The maintenance personnel stated the facility's second shower had been operational during the remodel with the exception of a few minutes when a leak was being repaired under the facility.

The facility had 9 bedrooms, all with attached half-bathrooms (rooms with a sink and toilet). All of the half-bathrooms were observed to be functional. Additionally, a stall shower was located in the laundry room and was observed to be functional.

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Five direct care staff were interviewed on 8/18/15 between 1:15 - 2:15 p.m. All 5 staff stated the bathroom remodel had been in process for about a week. All 5 staff stated individuals utilized the half-bathrooms in their rooms, and showered in the stall shower located in the laundry room. One staff stated the water to both showers had been turned off for about 10 minutes one day while a leak was repaired under the facility. All staff denied the facility had been without a functional shower.

Additionally, 2 individuals residing at the facility were interviewed, on 8/18/15 between 1:30 - 1:45 p.m. Both individual's denied being without a functional shower.

The QIDP and House Manager were interviewed, on 8/18/15 from 2:20 - 2:40 p.m. Both stated the bathroom remodel had been going on for about a week and would be completed on 8/19/15. Both stated the second shower had been operational during the remodel and denied the facility had been without a shower.

It could not be determined the facility was, or had been, without a functional shower. Therefore, the allegation was unsubstantiated and no deficient practice was identified.

Conclusion #2: Unsubstantiated. Lack of sufficient evidence.

As none of the allegations were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,



MICHAEL CASE
Health Facility Surveyor
Non-Long Term Care



NICOLE WISENOR
Co-Supervisor
Non-Long Term Care

MC/pmt