



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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

TAMARA PRISOCK – ADMINISTRATOR
DIVISION OF LICENSING & CERTIFICATION
JAMIE SIMPSON – PROGRAM SUPERVISOR
RESIDENTIAL ASSISTED LIVING FACILITY PROGRAM
P.O. Box 83720
Boise, Idaho 83720-0009
PHONE: 208-364-1962
FAX: 208-364-1888

January 22, 2016

Robbe Redford, Administrator
Hearthstone Village, LLC
PO Box 418
Kootenai, Idaho 83840

Provider ID: RC-922

Mr.Redford:

On November 3, 2015, a complaint investigation survey was conducted at Hearthstone Village, LLC. 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 is 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 Gloria Keathley, LSW, Health Facility Surveyor, Residential Assisted Living Facility Program, at (208) 364-1962.

Sincerely,

Gloria Keathley, LSW
Team Leader
Health Facility Surveyor

GK/sc

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



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November 13, 2015

Robbe Redford, Administrator
Hearthstone Village, LLC
PO Box 418
Kootenai, Idaho 83840

Provider ID: RC-922

Robbe Redford:

An unannounced, on-site complaint investigation was conducted at Hearthstone Village, LLC between November 2, 2015 and November 3, 2015. During that time, observations, interviews or record reviews were conducted with the following results:

Complaint # 5670

Environmental Concerns - The facility is not kept in a clean and safe manner - Substantiated

Allegation: The facility was not maintained in a clean, safe and orderly manner.

Findings: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.260.06 for not maintaining the facility in a clean, safe and orderly manner. The facility was required to submit evidence of resolution within 30 days.

Please bear in mind that non-core issue deficiencies were identified on the punch list, a copy of which was reviewed and left with you during the exit conference, on November 3, 2015. 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) 364-1962. Thank you for the courtesy and cooperation you and your staff extended to us while we conducted our investigation.

Sincerely,

Keathley, Gloria
Health Facility Surveyor
Residential Assisted Living Facility Program

GK/sc

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



| | | | |
|--|--|--|---------------------------------|
| Facility HEARTHSTONE VILLAGE, LLC | License # RC-922 | Physical Address 402 3RD STREET | Phone Number (208) 255-4849 |
| Administrator Robbe Redford | City KOOTENAI | ZIP Code 83840 | Survey Date November 3, 2015 |
| Survey Team Leader Gloria Keathley, LSW | Survey Type Complaint Investigation | RESPONSE DUE: December 3, 2015 | |
| Administrator Signature  | Date Signed 11/3/15 | | |

NON-CORE ISSUES

| Item # | IDAPA Rule # | Description | Department Use Only | |
|--------|---------------------|---|---------------------|----------|
| | | | EOR Accepted | Initials |
| 1 | 16.03.22. 260.06 | The facility was not maintained in a clean, safe and orderly manner, such as: The floor in Building A had been taped down in the dining room area, the kitchen flooring had chunks of vinyl missing by the sink, the kitchen counters had missing pieces of Formica in several corners, the wash sink in Kitchen A had cracks and needed new caulking, the walls in building A had scrapes and paint was missing, the wood baseboards at the kitchen counter in Building A were scraped and gouged, the carpet was stained and wrinkled in places, Building A smelled of cat urine, the dining room table had wear, the dining room chairs were soiled and one chair was broken. Building B : the walls need painted/touched up throughout the building, floors had built up dirt going into the kitchen, there were cobwebs by a back door, wood dining room table had worn areas, scratches to the side of the wooden dining room table and the chairs were soiled. The outside enclosed courtyard had debris stored in one corner by Building A and also by Building B, the gardens had weeds, and the doors needed painted coming into each building. | | |
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November 13, 2015

Jan Young
jyoung@aaani.org

Ms. Young:

An unannounced, on-site complaint investigation was conducted at Hearthstone Village, LLC between November 2, 2015 and November 3, 2015. During that time, observations, interviews, and record reviews were conducted with the following results:

Complaint # 5670

Allegation: The facility was not maintained in a clean, safe and orderly manner.

Findings: Substantiated. The facility was issued a deficiency at IDAPA 16.03.22.260.06 for not maintaining the facility in a clean, safe and orderly manner. The facility was required to submit evidence of resolution within 30 days.

The facility is required to resolve the practice(s) identified in our findings. We will continue to monitor the progress of the facility.

Thank you for bringing these concerns to our attention. If you have any questions, or if we can assist you further, please do not hesitate to call us at (208) 364-1962.

Sincerely,

Keathley, Gloria
Health Facility Surveyor
Residential Assisted Living Facility Program

GK/sc

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