



IDAHO DEPARTMENT OF
HEALTH & WELFARE

C.L. "BUTCH" OTTER -- Governor
RICHARD M. ARMSTRONG -- Director

TAMARA PRISOCK—ADMINISTRATOR
LICENSING & CERTIFICATION
DEBBY RANSOM, R.N., R.H.I.T – Chief
BUREAU OF FACILITY STANDARDS
3232 Elder Street
P.O. Box 83720
Boise, Idaho 83720-0009
PHONE: (208) 334-6626
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November 16, 2015

Troy Thayne, Administrator
Safe Haven Care Center of Pocatello
1200 Hospital Way
Pocatello, ID 83201-2708

Provider #: 135071

Dear Mr. Thayne:

On November 3, 2015, an on-site revisit of your facility was conducted to verify correction of deficiencies noted during the survey of June 19, 2015. In addition, a Complaint Investigation was conducted in conjunction with the on-site revisit. Safe Haven Care Center of Pocatello was found to be in substantial compliance with federal health care requirements regulations as of September 15, 2015.

The findings to the Complaint Investigation are being processed and will be sent to your facility under separate cover.

Your copy of the Form CMS-2567B, Post-Certification Revisit Report listing the deficiencies that have been corrected is enclosed.

Thank you for the courtesies extended to us during our on-site revisit. If you have any questions, comments or concerns, please contact David Scott, R.N. or Nina Sanderson, L.S.W., Supervisors, Long Term Care at (208) 334-6626, option 2.

Sincerely,

David Scott, R.N., Supervisor
Long Term Care

DS/lj
Enclosure



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November 24, 2015

Troy Thayne, Administrator
Safe Haven Care Center Of Pocatello
1200 Hospital Way,
Pocatello, ID 83201-2708

Provider #: 135071

Dear Mr. Thayne:

On **November 3, 2015**, an unannounced on-site complaint survey was conducted at Safe Haven Care Center Of Pocatello. The complaint allegations, findings and conclusions are as follows:

Complaint #ID00007141

The complaint was investigated in conjunction with the facility's on-site complaint follow-up survey conducted from November 2 to November 3, 2015.

The following observations were completed:

Staff were observed taking residents to be showered;
Residents were observed for oral care;
Residents were observed for incontinent care;
The facility was observed for cleanliness and pest control issues; and,
Residents' belongings in the basement were observed for flood damage.

The following documents were reviewed:

The facility's grievance file from September to November 2015 was reviewed;
Resident council minutes from September to November 2015 were reviewed; and,
The medical records of nine residents were reviewed.

The following interviews were conducted:

Four residents and one family member of a resident were interviewed for quality of care concerns;

Several staff members were interviewed regarding quality of life and quality of care concerns;

The maintenance supervisor was interviewed;

The housekeeping supervisor was interviewed; and,

The Director of Nursing Services (DNS) was interviewed.

Allegation #1: The complainant stated pressure ulcer prevention measures were not being implemented. An identified resident's percutaneous endoscopic gastrostomy (PEG) tube was being improperly cared for properly. The facility hired and used unqualified nurse aides. There was inadequate staff levels and administration was not using staff appropriately.

Findings #1: Similar allegations were investigated during a complaint survey from June 15 to June 19, 2015 and the facility was cited at F314, F323, F353, and F490. See the complaint survey results regarding these deficient practices.

Conclusion #1: Substantiated. No deficiencies related to the allegation are cited.

Allegation #2: The complainant stated residents were not showered often enough, their faces were not washed after meals and oral care was not provided. An identified resident had a mouth full of secretions due to lack of oral care.

Findings #2: During the survey, multiple residents were observed going to- and from showers; Eight other residents were observed for cleanliness and oral care and no concerns were identified; The facility's grievance file from September to November 2015 was reviewed and no concerns for resident cleanliness nor oral care were identified; Resident Council minutes from September to November 2015 were reviewed and no concerns for resident cleanliness nor oral care were identified; Shower records were reviewed for four residents and no concerns were identified; Four residents and one family member were interviewed regarding showers, washed faces, and oral care with no concerns identified; Two CNAs were interviewed regarding showers and oral care and said residents received appropriate grooming and oral hygiene care; and, The DNS was interviewed and said residents received at least two showers a week, received oral care, and had their faces washed after meals and as needed.

Based on observation, record review, and resident and staff interviews, it was determined the allegation could not be substantiated.

Conclusion #2: Unsubstantiated. Lack of sufficient evidence.

Allegation #3: The complainant stated identified and unidentified residents' incontinent briefs were not changed and bed linens were saturated with urine and stool.

Findings #3: Seven residents were observed for incontinent care and their beds were observed for cleanliness and no concerns were identified;
The facility's grievance file from September to November 2015 was reviewed and no concerns for incontinent care was identified;
Resident council minutes from September to November 2015 were reviewed and no concerns for incontinent care was identified;
Incontinent care records were reviewed for seven residents and no concerns were identified;
Four residents and one family member were interviewed regarding incontinent care with no concerns identified;
Two CNAs and one nurse were interviewed regarding incontinent care and said residents' briefs were changed based on the schedule in their care plans and as needed; and,
The DNS was interviewed and said residents' briefs were checked every two hours and were changed as needed.

Based on observation, record review, and resident and staff interviews, it was determined the allegation could not be substantiated.

Conclusion #3: Unsubstantiated. Lack of sufficient evidence.

Allegation #4: The complainant stated the facility was "filthy" and a meal tray on a cart outside the kitchen had "thousands" of ants on it.

Findings #4: During the survey, the facility and the hallway outside the kitchen were observed for cleanliness and ants;
The facility's grievance file from September to November 2015 was reviewed and no concerns regarding cleanliness nor ants were identified;
Resident council minutes from September to November 2015 were reviewed and no concerns regarding cleanliness nor ants were identified;
Two housekeepers were interviewed and said the facility is cleaned daily;
The housekeeping supervisor said housekeepers follow a daily cleaning schedule and that she had never seen thousands of ants anywhere in the facility and would contact the maintenance supervisor if she saw that; and,
The maintenance supervisor said the facility's pest control contractor sprays for insects monthly and comes out when there are any insect issues in the building.

Based on observation, record review, resident and staff interviews, it was determined the allegation could not be substantiated.

Conclusion #4: Unsubstantiated. Lack of sufficient evidence.

Troy Thayne, Administrator
November 24, 2015
Page 4 of 4

Allegation #5: The complainant stated the facility's basement floods two-to-three times a month and during one of the floods, toilet water flooded the basement up to six inches deep, and maintenance staff was slow to clean it up. Personal belongings of residents are kept in the basement where the flooding occurred.

Findings #5: The facility basement was observed where a flood had occurred, which covered a small area of the basement (approximately five-feet by five-feet) and was approximately 200 feet away from residents' personal belongings;
The facility's grievance file from September to November 2015 was reviewed and no concerns for flooding were identified;
Resident Council minutes from September to November 2015 were reviewed and no concerns for flooding were identified; and,
The maintenance supervisor said there had only been one small flood in the basement in the past year due to a clogged toilet. He said the issue was resolved and cleaned up in a timely manner and the flood did not cause any damage to residents' property.

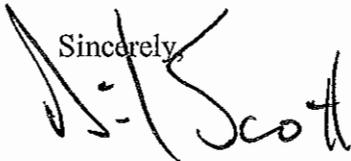
Based on observation, record review, and resident and staff interviews, it was determined the allegation could not be substantiated.

Conclusion #5: Unsubstantiated. Lack of sufficient evidence.

One of the allegations was substantiated, but not cited. Therefore, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

If you have questions, comments or concerns regarding our investigation, please contact David Scott, R.N. or Nina Sanderson, L.S.W., Supervisors, Long Term Care at (208) 334-6626, option 2. Thank you for the courtesy and cooperation you and your staff extended to us in the course of our investigation.

Sincerely,

A handwritten signature in black ink that reads "David Scott". The signature is written in a cursive style with a large, stylized "S" and "C".

DAVID SCOTT, RN, Supervisor
Long Term Care

DS/pmt



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December 15, 2015

Troy Thayne, Administrator
Safe Haven Care Center Of Pocatello
1200 Hospital Way,
Pocatello, ID 83201-2708

Provider #: 135071

Dear Mr. Thayne:

On **November 3, 2015**, an unannounced on-site complaint survey was conducted at Safe Haven Care Center Of Pocatello. The complaint allegations, findings and conclusions are as follows:

Complaint #ID00007101

The complaint was investigated in conjunction with the facility's on-site complaint follow-up survey conducted from November 2 to November 3, 2015.

The following documents were reviewed: The facility's grievance file from September to November 2015 was reviewed; resident council minutes from September to November 2015 were reviewed; completed abuse investigations for July 2015 and September to November 2015; incidents and Accident Reports for July 2015 and September to November 2015; and the identified resident's medical record.

The following interviews were conducted: Four residents and one family member of a resident were interviewed for quality of care concerns; several staff members were interviewed regarding quality of care concerns; the Director of Nursing Services; the Administrator; and, the Licensed Social Worker.

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Troy Thayne, Administrator
December 15, 2015
Page 2 of 2

Allegation: The complainant stated identified and unidentified residents had pressure ulcers and skin issues, which were developing and were not being treated correctly. Identified residents had not received adequate supervision. There was not adequate staffing to meet the needs of the residents and administration was not using staff appropriately.

Findings: Similar allegations were investigated during a complaint survey from June 15 to June 19, 2015 and the facility was cited at F314, F323, F353, and F490. See the complaint survey results of June 19, 2015, regarding these deficient practices.

Conclusion: Substantiated. No deficiencies related to the allegation are cited.

The allegation was substantiated, but not cited, therefore, no response is necessary.

If you have questions, comments or concerns regarding our investigation, please contact David Scott, R.N. or Nina Sanderson, L.S.W., Supervisors, Long Term Care at (208) 334-6626, option 2. Thank you for the courtesy and cooperation you and your staff extended to us in the course of our investigation.

Sincerely,



DAVID SCOTT, RN, Supervisor
Long Term Care

DS/pmt