



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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

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P.O. Box 83720
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PHONE: 208-334-6626
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March 1, 2013

Kathy Adams, Administrator
Safe Haven Homes Of Wendell
Po Box 306
Wendell, ID 83355

Dear Ms. Adams:

On February 25, 2013, a complaint investigation and follow-up survey was conducted at Carefix Management & Consulting Inc, dba Safe Haven Homes of Wendell-Magic Valley. The core issue deficiency and the non-core deficiencies issued as a result of the November 9, 2012, complaint investigation survey have been corrected.

Should you have questions, please contact me Karen Anderson, at (208) 334-6626.

Sincerely,

Karen Anderson, RN

JAMIE SIMPSON, MBA, QMRP
Program Supervisor
Residential Assisted Living Facility Program

JS/ka

c: Melanie Belnap, Program Manager, Regional Medicaid Services, Region 5 – DHW



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March 5, 2013

Kathy Adams, Administrator
Safe Haven Homes Of Wendell
Po Box 306
Wendell, ID 83355

Dear Ms. Adams:

An unannounced, on-site complaint investigation survey was conducted at Carefix Management & Consulting Inc, Dba Safe Haven Homes Of Wendell-Magic Valley on February 25, 2013. During that time, observations, interviews, and record reviews were conducted with the following results:

Complaint # ID00005797

Allegation #1. Staff did not treat an identified resident with dignity and respect when assisting with cares.

Findings #1: On 02/25/13, between 10:00 AM and 3:00 PM, observations were made of three caregivers assisting residents with care needs. Additionally, the administrator and the house manager were observed assisting residents with cares in a respectful manner. Staff were observed to knock on residents' doors before entering to assist them with ADLs.

On 02/25/13 at 10:15 AM, the identified resident stated everything was going well and she had no complaints regarding caregivers or any staff members. The resident stated she had been treated with dignity and respect while being assisted with ADLs.

On 2/25/13 between 10:00 AM and 2:45 PM, fourteen residents were interviewed and stated staff were friendly and involved in ensuring they received the care and assistance they needed. They stated staff treated all of them with dignity and respect.

On 2/25/13 at 10:46 AM, an interview was conducted with the administrator and house manager. Both stated they had not received any complaints regarding

Kathy Adams, Administrator

March 5, 2013

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staff not treating residents with dignity and respect. The administrator stated, "I talk to all the residents daily to make sure they are getting the help they need, or if they have any concerns." She said she also spoke with the Ombudsman, and the caregivers, to find out if there were any concerns that required attention. The administrator stated, all caregivers have been trained to knock before entering a room, and how to provide care and assistance to residents while maintaining their dignity and respect.

On 2/25/13 at 2:33 PM, the ombudsman stated, she had recently visited the facility and had not heard any complaints from residents that staff were not treating them with dignity and respect.

On 2/25/13 at 2:40 PM, the RN stated he was in the facility at least 2 to 4 times a week. He stated, he had observed staff being very congenial to residents. The nurse stated, sometimes residents complained about other things, but not that staff had been disrespectful to them.

On 2/25/13 between 10:00 AM and 2:45 PM, three caregivers stated they had not heard residents complaining that staff had been rude, harsh or disrespectful.

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

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,

Karen Anderson, RN

Karen Anderson, RN
Health Facility Surveyor
Residential Assisted Living Facility Program

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