



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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

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BUREAU OF FACILITY STANDARDS
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June 13, 2011

Michael Hull, Administrator
Loving Care and More
PO Box 28
Silverton, ID 83867

Provider #137074

Dear Mr. Hull:

On **June 1, 2011**, a complaint survey was conducted at Loving Care And More. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00004585

Allegation #1: Concerns regarding a patient residing in an unsafe and unsanitary environment were not addressed by the agency.

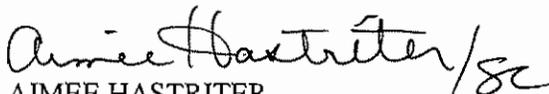
Finding #1: An unannounced survey of the agency was conducted on 6/01/11. Lists of current patients and patients discharged from agency services since 2/2010 were reviewed. Complaint and grievance documentation was reviewed.

An investigation of this allegation was attempted. However based on information provided by the agency, it was determined the patient received Patient Care Services (PCS) rather than home health services. This office has no oversight authority for PCS providers.

Conclusion: Unsubstantiated, as the allegations do not relate to a home health patient.

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,


AIMEE HASTRITER
Health Facility Surveyor
Non-Long Term Care


SYLVIA CRESWELL
Co-Supervisor
Non-Long Term Care

AH/srm