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September 8, 2011

Trista Wolfe, Administrator
Pennsylvania Place
2087 S Tollgate Way
Boise, ID 83709

Dear Ms. Wolfe:

An unannounced, on-site complaint investigation survey was conducted at Pennsylvania Place from on September 1, 2011. During that time, observations, interviews, and record reviews were conducted with the following results:

Complaint # ID00005172

Allegation #1: An identified resident's room was not cleaned prior to moving in.

Findings #1: On 9/1/11, the identified resident no longer resided at the facility. From 9:30 AM, until 10:45 AM, six residents were interviewed, two of which were recently admitted. All stated their rooms had been cleaned upon moving in and the facility was maintained in a clean manner. One resident stated his room was "spotless" when he moved in. During this time, the facility was observed to be maintained in a clean manner. Additionally, upon arrival the house manager was observed assisting a resident to clean her room.

At 10:15 AM, the house manager stated, it was the policy to scrub walls and furniture, clean the carpet, and inspect the mattress prior to a new resident moving in.

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

Allegation #2: An identified resident's dresser was broken.

Findings #2: Substantiated. However, the facility was not cited as they identified the issue

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and repaired the dresser prior to the survey. Additionally, on 9/1/11, all furniture was observed to be functional; the current residents at the facility did not have complaints regarding any items needing repaired.

Allegation #3: Sufficient towels and wash cloths were not provided.

Findings #3: Substantiated. However the facility was not cited, as new towels and washcloths were purchased prior to the survey. On 9/1/11, sufficient towels and wash cloths were observed; current residents stated they had sufficient towels, wash cloths and linens.

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,

A handwritten signature in black ink, appearing to read 'Rachel Corey, RN'. The signature is fluid and cursive, with the initials 'RN' clearly visible at the end.

Rachel Corey, RN
Health Facility Surveyor
Residential Assisted Living Facility Program

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