



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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October 10, 2012

Erica Weber, Administrator
Glenwood House, Llc
4660 Hatchery
Eagle, ID 83616

Dear Ms. Weber:

An unannounced, on-site complaint investigation survey was conducted at Glenwood House, Llc on 10/4/12. During that time, observations, interviews, and record reviews were conducted with the following results:

Complaint # ID00005571

Allegation #1: The facility did not act appropriately when there was an infestation of bed bugs.

Findings #1: An unannounced complaint investigation was conducted at the facility on 10/4/12 at 9:00 AM. Seven residents, the administrator, the house manager and the assistant house manager were interviewed. Additionally, facility documentation was reviewed.

At 9:17 AM, the assistant house manager stated there had been a bed bug infestation in June 2012. She stated the facility hired an extermination company who came out and sprayed the facility. Additionally, she said the facility purchased new covers for all the residents' beds.

At 10:10 AM, the administrator and house manager confirmed there had been an infestation of bed bugs in June. They stated as soon as they determined there were bed bugs in the residents' rooms they hired an extermination company who came to facility and sprayed all the rooms. They stated the furniture was sprayed and then wiped down with alcohol and the residents' laundry and linens were taken to a laundromat and washed. Additionally, they stated they had contracted with the extermination company to conduct monthly inspections to prevent another infestation.

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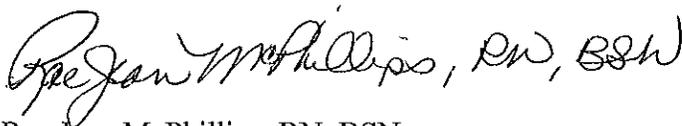
The administrator provided the surveyors with a copy of the contract with the extermination company. The contract confirmed the facility had been treated for a bed bug infestation in June 2012.

All seven resident who were interviewed had resided at the facility at the time of the bed bug infestation. All stated the facility acted appropriately when the bed bugs were identified. The residents stated the facility hired an extermination company who sprayed all the rooms and the furniture. They stated there has not been a problem since.

Unsubstantiated.

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 that reads "Rae Jean McPhillips, RN, BSN". The signature is written in a cursive style.

Rae Jean McPhillips, RN, BSN
Health Facility Surveyor
Residential Assisted Living Facility Program

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