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October 27, 2011

Colter Kamo, Administrator
Grace Assisted Living At Englefield Green
250 S Allumbaugh Way
Boise, ID 83709

Dear Mr. Kamo:

An unannounced, on-site complaint investigation survey was conducted at Grace Assisted Living At Englefield Green - Grace At Englefield Green, Llc from October 13, 2011, to October 14, 2011. During that time, observations, interviews, and record reviews were conducted with the following results:

Complaint # ID00005168

Allegation #1: An identified resident did not receive assistance with dressing as agreed upon in the Negotiated Service Agreement (NSA).

Findings #1: On 10/13/11 through 10/14/11, interviews and record reviews were conducted. At the time of the complaint investigation the identified resident no longer resided at the facility. The identified resident's NSA documented she was to receive assistance with dressing, especially with undergarments and socks. The "ADL (activities of daily living) Task Sheets" for May and June 2011 documented the resident received assistance with dressing on a daily basis.

On 10/14/11 at 10:40 AM, the identified resident was contacted by phone. The identified resident stated she needed help with her socks. She stated caregivers asked her if she needed help and at times she refused the assistance. She further stated, if she needed help, she would request help from the caregivers and they would assist her.

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

Allegation #2: The facility did not respond to complainants in writing.

Findings #2: On 10/13/11, the complaint log book was reviewed. The complaint log documented complaints and the written responses to complainants. There was no complaint documented from the identified resident.

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On 10/13/11 at 2:55 PM, the administrator stated when a resident made a complaint, he would respond to the resident verbally and in writing. He further stated, there had been no complaints about cares that he was aware of.

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

Allegation #3: An identified resident was not treated with dignity and respect by the facility nurse/owner.

Findings #3: On 10/12/11, during the facility tour, residents were asked if they were treated with dignity and respect by facility staff, the administrator and the nurse/owner. Approximately 30 residents stated they were treated with dignity and respect. They further stated they had never heard the staff, the administrator, or the nurse/owner be disrespectful to others.

On 10/14/11 at 10:40 AM, the identified resident stated she did not have a problem with the administrator or staff at the facility; however, she became upset with the nurse/owner during a family meeting. She stated, the discussion between her family and the nurse/owner became "heated." At that point, the nurse/owner pointed her finger at the door and asked the family members to leave the office. Additionally, the identified resident stated the anger was directed at her family members and not at her.

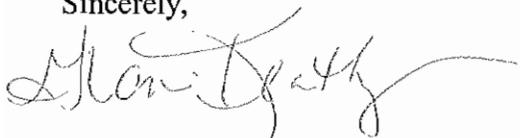
On 10/14/11 at 11:50 AM, the nurse/owner stated she had never mistreated the identified resident. She admitted during a family meeting she stood up and asked the family members to leave her office. She stated, "We were not getting anywhere, because one family member continued to "badger" me throughout the meeting, so I ended it." She further stated, she was not frustrated with the resident who did not speak during the meeting. Therefore, when she asked the family members to leave she was not asking the resident to leave.

On 10/13/11 through 10/14/11, twelve (12) caregivers stated they had never heard the nurse/owner or administrator yell or be disrespectful to the residents.

Unsubstantiated. Although the allegation may have occurred, it could not be determined during the complaint investigation.

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,



Gloria Keathley, LSW
Health Facility Surveyor
Residential Assisted Living Facility Program

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