



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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October 29, 2012

Maria Torres, Administrator
Ashley Manor - Middleton
620 West 9th Street North
Middleton, ID 83644

Dear Ms. Torres:

An unannounced, on-site complaint investigation survey was conducted at Ashley Manor - Middleton from October 25, 2012 to October 25, 2012. During that time, observations, interviews, and record reviews were conducted with the following results:

Complaint # ID00005761

Allegation #1: Residents were left in soiled attends for extended periods of time.

Findings #1: On 10/25/12, from 8:00 AM through 11:00 AM, observations were conducted. The facility was observed to be clean and odor free. Thirteen residents were observed to be clean and well-groomed. Staff were observed assisting residents with activities of daily living as needed.

On 10/25/12 at 11:20 PM, a family member stated she was at the facility frequently and never found her mother in soiled depends or clothing. She stated the staff provided "very good care."

On 10/25/12, a staff member and the administrator confirmed there had been an employee who was recently terminated for not changing residents who were soiled, but signed the cares had been provided. A copy of the termination notice was provided to the surveyors.

Substantiated. However, the facility was not cited because no deficient practice was observed during the complaint investigation. The facility responded appropriately by dismissing the employee for not providing necessary cares to the residents.

Allegation #2: Staff did not receive appropriate training and delegation to pass medications

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Page 3 of 3

interviewed. All denied ever witnessing any employee ever yelling at residents. One resident described the facility staff as "kind, gentle and patient."

On 10/25/12, the identified employee's record was reviewed and a disciplinary form documented the identified employee had been counseled for "communication" problems with co-workers. There was no documentation the employee had yelled at residents.

On 10/25/12, the administrator stated the identified employee "cares for her residents" and is a "big help to the company." The administrator stated when she started in December 2011, there were some "attitude" problems with the employee, but there were never any concerns with the employee being disrespectful to the residents.

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,



Donna Henscheid
Health Facility Surveyor
Residential Assisted Living Facility Program

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