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June 16, 2014

Christopher Moore, Administrator
Hancock House - CTM Enterprises
1322 Hancock Drive
Boise, Idaho 83706

Provider ID: RC-750

Mr. Moore:

An unannounced, on-site complaint investigation survey was conducted at Hancock House - CTM Enterprises between June 11, 2014 and June 11, 2014. During that time, observations, interviews, and record reviews were conducted with the following results:

Complaint # ID00006449

Allegation: The facility's residents wandered about the neighborhood at 2:00 AM, knocked on windows and scared children.

Findings: Substantiated. However, the facility was not cited as it was an isolated incident which was dealt with in a timely and appropriate manner. Also, the facility was provided technical assistance to consider reviewing the house rules with the current residents and monitoring the sign-out log more closely to ensure the residents were following the house rules.

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,

RAE JEAN MCPHILLIPS, RN, BSN
Health Facility Surveyor
Residential Assisted Living Facility Program

RM/sc

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