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October 23, 2013

Dawnrae Hoffman, Administrator
Ashley Manor - Hawthorne, Ashley Manor, LLC
4826 Hawthorne Road
Chubbuck, ID 83202

Dear Ms. Hoffman:

An unannounced, on-site complaint investigation survey was conducted at Ashley Manor - Hawthorne, Ashley Manor, LLC on October 9, 2013. At that time, observations, interviews, and record reviews were conducted with the following results:

Complaint # ID00006167

Allegation #1: The facility ran out of cleaning supplies, hand soap and paper towels and staff could not wash their hands after providing cares.

Findings #1: A tour of the facility was conducted on 10/9/13. During the tour, liquid hand soap and paper towels were observed to be available in all residents' bathrooms. Additionally, the facility was noted to have a supply of anti-microbial cleaning products. The facility was noted to be clean and odor free during the tour.

On 10/9/13 at 2:47 PM, a staff member stated she had worked at the facility for four months. She stated during that time the facility had not run out of liquid hand soap, paper towels, or other cleaning supplies.

On 10/9/13 at 2:50 PM, the house manager stated a diluted bleach solution was used to clean hard surfaces in residents' rooms, the dining room and the kitchen. She stated she could not recall a time when the facility ran out of cleaning supplies, liquid hand soap or paper towels.

On 10/9/13 at 3:15 PM, the administrator stated there had been a time when they had difficulty obtaining cleaning supplies from their distributor. She stated they changed distributors and supplies were now delivered in a timely manner. She

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stated, they had never ran out of cleaning supplies. She said if they ran low, she went to a local store and bought the needed supplies.

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,



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

RJM/TFP

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