There were no deficiencies cited as the result of a complaint investigation survey done 09/25/19 and 09/26/19. The survey team members conducting this survey were: Monica Meister, QDIP, Team Coordinator Karen George, RN.
Dear Mr. Meyer:

On September 26, 2019, an unannounced on-site complaint survey was conducted at Lincoln County Care Center. The complaint allegations, findings and conclusions are as follows:

**Complaint #ID00008133**

**ALLEGATION #1:**

The facility does not have sufficient nursing staff to ensure residents receive adequate supervision to decrease risks and prevent accidents and nurse aides are not able to demonstrate competency in skills and techniques necessary to care for residents' needs.

**FINDINGS #1:**

An unannounced on-site complaint survey was conducted from 9/25/19 to 9/26/19. During that time, observations, resident record review, personnel record review, and resident and staff interviews were conducted with the following results:

Observations were conducted in the facility on 9/25/19 and 9/26/19. No concerns related to sufficient nursing staff or the use of restraints were identified.
During observations, four residents were interviewed about nursing staff, nurse aides, behavior management, and the use of restraints. No concerns were expressed.

The facility's as-worked schedules, dated 7/2019 to 9/25/19 were reviewed, and no concerns related to insufficient numbers of staff were identified.

The facility's staffing roster documented 16 Certified Nurse Assistants (CNAs) were employed by the facility with the youngest CNA being 18 years old. The CNAs' personnel records all contained evidence of training in dementia care and/or behavior management training.

Five residents' records were selected for review. No concerns were identified.

The Medical Director stated during an interview on 9/25/19 at 9:55 AM, she was in the facility every Wednesday and had no concerns about the facility or their services. The Medical Director stated no concerns from staff or the residents had been expressed to her.

Based on the investigative findings, the allegation could not be substantiated.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

As none of the allegations were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

If you have any questions, comments or concerns regarding this matter, please contact Laura Thompson, RN, or Belinda Day, RN, Supervisors, Long Term Care Program at (208) 334-6626, Option #2.

Sincerely,

Laura Thompson, RN, Supervisor
Long Term Care Program