NON-CORE ISSUES

Facility	License #	Physical Address	Phone Number
Cottages Senior Living III LLC dba The Cottages of Boise	RC-1183	6300 North Roe Street	208-853-1255
Administrator	City	Zip Code	Survey Date
Amy Smith	Boise	83714	02/09/2022
Survey Team Leader	Survey Type		Response Due
Brown, Stacey	Health Care Complaint Investigation		03/11/2022

Item #	Rule (16.03.22)	Description
1	.215. REQUIREMENTS FOR A FACILITY ADMINISTRATOR.	The facility did not have a licensed administrator for 3 different periods in the last 6 months. Between 8/4/21-8/30/21 (27 days), 10/9/21-11/3/21 (26 days), and 11/12/21-11/28/21 (17 days), there was no licensed administrator. During these periods, staff and family members stated they had difficulty reaching a person in charge to whom they could report incidents and issues. The as-worked schedules documented no administrator during these periods, and incidents and accidents reports during these periods contained no investigations by an administrator. During these periods, several incidents occurred, such as injuries of unknown origin, but these were not reported to Licensing and Certification as required. The current administrator stated she began working at the facility on 11/29/21, and she had no knowledge of what occurred during the periods when the facility had no licensed administrator.
2	.600.04.a. Sufficient Personnel*	Through interviews and record review, it was determined the facility did not schedule sufficient staff during all hours, particularly during the overnight shift, when there was only one caregiver scheduled for each building. For example,

		caregivers documented they had to call EMS to help assist residents up off the floor after falls, as there were not enough staff to lift them, such as when Resident #2 fell on 11/23/21. There were also times when the caregiver would leave their assigned building unattended when they were called next door to assist with a resident. In addition, there were caregivers scheduled for the overnight shift who were not certified to pass medications. The caregiver in the second building, who was a medication technician, had to leave their building unattended to pass medications in the first building. Staff members and family members stated not all resident care needs were being met due to insufficient staffing. For example, staff stated at times, showers were missed due to the staffing shortages, and resident records documented showers were not always provided as per their Negotiated Service Agreement. For example, Resident #2's NSA documented the resident was to receive at least two showers per week, but their record documented only two showers in the entire month of September and none in October 2021. The administrator stated since she began working at the facility on 11/29/21, there was sufficient staff to meet the residents' needs, but she was not aware that staff members had been leaving their building unattended to assist in the other building.