NON-CORE ISSUES

Facility	License #	Physical Address	Phone Number
The Willows	RC-1288	898 S. Meridian Street	208-782-1478
Administrator	City	Zip Code	Survey Date
Daythun Cole	Blackfoot	83221	12/04/2025
Survey Team Leader	Survey Type		Response Due
McClenathan, Teresa	Health Care Complaint Investigation		01/03/2026

Item #	Rule (16.03.22)	Description
1	.305.02.b. Quarterly Nursing Assessments.	The facility failed to ensure residents' medications were available and given as ordered by their provider. For example, Resident #6 missed four doses of Gabapentin in October 2025, and six doses of famotidine in November 2025. Resident #8 missed eight doses of Ingrezza in November 2025, and 22 doses of clozapine in November 2025. Resident #3's order for Austedo was observed to not be in the medication cart and was not given three days in November 2025 and four days in December 2025. Resident #2 missed six doses of gabapentin in October 2025 and missed three doses of oxycodone/acetaminophen in November 2025. The facility nurse stated she was aware residents had missed doses of medications and had been working to resolve the issues.
2	.335.02. Standard Precautions.	The facility did not follow standard infection control procedures. For example, on 12/2/25 and 12/3/25 multiple residents' bathrooms were observed to not have liquid soap and/or paper towels in their rooms for residents and/or staff to use, with several residents' bathrooms only having a washcloth or a hand towel. Staff were also observed not consistently performing hand hygiene after after providing cares for the residents and/or between medication passes.

		Multiple staff stated they did not wash their hands in residents' bathrooms after providing cares because there was not always soap or paper towels, and/or they did not want to use the residents' personal soap the residents supplied themselves. The facility nurse stated she prefered staff wash their hands in residents' rooms after providing cares. The manager and administrator stated they were unaware residents' bathrooms did not have soap and/or paper towels and staff were not performing hand hygiene.***Previously cited on 2/27/25.***
3	.430.06. Basic Supplies.	The facility did not provide basic necessary supplies for residents' basic services. For example: multiple residents, family members, and staff stated the facility did not supply residents with liquid soap and/or paper towels for their bathrooms, and the residents or families purchased those items themselves. Multiple resident rooms were observed to not have soap and/or paper towels. The manager and administrator stated they were unaware residents' bathrooms did not have soap and/or paper towels.