NON-CORE ISSUES

Facility	License #	Physical Address	Phone Number
Highland Estates	RC-1289	2050 Hiland Ave	208-678-4411
Administrator	City	Zip Code	Survey Date
Darrin Radeke	Burley	83318	08/20/2026
Survey Team Leader	Survey Type		Response Due
Perry, Bradley	Health Care Complaint Investigation		09/19/2026

Item #	Rule (16.03.22)	Description
1	39-3322.1 QUALIFICATIONS AND REQUIREMENTS FOR FACILITY STAFF	The facility did not arrange for sufficient trained staff to fully meet the needs of its residents and failed to provide care during all hours required in each resident's negotiated service agreements (NSA). For example, multiple residents and staff stated there were not enough staff to meet residents' needs. A few staff stated Resident #2 was incontinent and had been left overly wet and soiled on a few occasions. Some staff stated facility staff left the memory care unit without a staff member for a short time during night shift because the lone staff member was needed to help the assisted living unit staff with two-person assist transfers. On 8/19/26 at 8:05 PM, the lone memory care staff was observed to leave the memory care unit without another staff member to replace them, and went into the assisted living unit to contact staff there and to inform them of a memory care resident's needs; and was gone for four minutes. The 7/11/26 facility as-worked schedule documented there were only two staff members for the entire facility from 6:55 PM to 12:00 AM. The facility nurse stated staff needed more education and should not have left the memory care unit without a staff member present. She stated staff needed better time management skills to complete tasks.

		The administrator stated staff should not have left the memory care unit without a staff member present. He stated he had been made aware a few times of the units being left unattended, after the fact. He stated staff needed to be reeducated on making sure staff were taking care of the residents' needs.***Previously cited at 600.04.a on 2/18/25.***