

Iowa Department of Inspections, Appeals, and Licensing
Health & Safety Division
Adult Services Civil Penalty Citation

Date: April 23, 2026
Program Name: Oakwood Place at Ridgecrest Village
Address: 4130 Northwest Blvd. Davenport, IA 52806
Type of Action: Investigations #130864-I, #130196-I, #131431-I
Date(s) of Action: 3/23/26 – 3/25/26
Citation #11103

State Rule #		Amount of Civil Penalty
Iowa Administrative Code 481 Chapter 67.3(2)	481-67.3 Tenant rights. All tenants have the following rights: 67.3(2) To receive care, treatment and services which are adequate and appropriate. Based on interview and record review the Program failed to provide appropriate services to 1 of 3 discharged tenants reviewed (Tenant C1). Finding follows: Record review on 3/23/26 revealed an incident report dated 11/18/25 at 6:00 a.m. noted Tenant C1 was found outside wandering. She told staff she was dreaming of a lost baby boy. When discovered, Tenant C1 was wet and muddy. Her temperature was 97.4 degrees, pulse was 120, respirations 22, blood pressure 126/66 and oxygen at 97 percent (%). Tenant C1 was not alert or oriented. She complained of pain at an "8" to her left arm and left leg. Tenant C1 reported she hit her head. The medics were called and she went to the hospital. Tenant C1 was transported to the emergency department for evaluation of a fall. The ED Physician's Notes indicated Tenant C1 told the doctor she was trying to keep a toddler from running into the road. She had scrapes to her head, left armpit and superficial abrasions over her lateral lower left leg. She also had an abrasion and hematoma on her head. Tenant C1 had a CT scan, electrocardiogram and chest x-ray with no abnormal findings. Tenant C1's Nursing Health Assessment, dated 11/18/25, identified she was diagnosed with Diabetes Mellitus Type II, Protein-Calorie Malnutrition, Glaucoma and Depression. A cognitive screening	\$4000.00

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	completed on 11/18/25 noted she had moderately advancement impairment. An admission progress note dated 10/13/25 documented Tenant C1 moved to the Program from the Independent Living building. She required reminders to remain in the building (and not return to her old apartment). Tenant C1 was put on 30 minute safety checks. A review of safety checks from 4:30 a.m. to 6:30 a.m. on 11/18/25 for Tenant C1 were as follows: 4:30 a.m. - Staff D documented completion of the check at 4:30 a.m. 5:00 a.m. - Staff D documented completion of the check at 5:02 a.m. 5:30 a.m. - Staff D documented completion of the check at 5:02 a.m.(28 minutes before the time of the check) 6:02 a.m. - Staff B documented completion of the check at 12:52 p.m. 6:30 a.m. - Staff B documented completion of the check at 12:52 p.m. During an interview on 3/24/26 at 9:40 a.m. Staff D explained Tenant C1 was on 30 minute checks which she completed every 30 minutes during the third shift on 11/17/25 to 11/18/25. The last time she did a physical check on Tenant C1 was at 5:00 a.m. on 11/18/25. Staff D reported it was questionable who did the 5:30 a.m. check on tenants, but she was sure it got done. When interviewed on 3/24/26 at 9:05 a.m. Staff B reported Staff D was responsible for the 5:30 AM checks. The first shift staff began checks on tenants starting at 6:00 a.m. Staff B believed she was busy taking care of another tenant at 6:00 a.m. so she did not realize Tenant C1 was not in her apartment at 6:00 a.m. When interviewed on 3/24/26 at 8:20 a.m. Staff E recalled on the trip into work on 11/18/25 her boyfriend told her he thought he saw a woman along the road at the back of the Program building. He turned the car around and Staff E realized the person was Tenant C1. She was covered in mud and had some scrapes.	
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	Tenant C1 kept talking about being outside to get a baby. They got her to a door of the building, brought her inside and covered her with a blanket. They then contacted a nurse. Tenant C1 had a gash on her leg that wouldn't stop bleeding. She did not have shoes or socks on her feet. She was wearing a short-sleeve, light night gown without a coat. There was also a cut on her forehead. According to the State Climatologist of Iowa, the temperature at 5:52 a.m. on 11/18/25 was 40 degrees (32-34 degrees with the wind chill). Sunrise was at 6:55 a.m. During an interview on 3/24/26 at 2:25 p.m. the Village Home Services (VHS) Director and the Director of Nursing confirmed there was no evidence staff provided the required safety check on Tenant C1 at 5:30 a.m. It was unknown how long Tenant C1 was outside during the early morning of 11/18/25 before she was found by Staff E. When Staff D signed off she completed the 5:30 a.m. check at 5:02 a.m., there was no notification on the computer alerting Staff B she needed to perform a safety check on Tenant C1 at 5:30 a.m.	
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