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	0016352	A. BUILDING: _____ B. WING _____	R-C 03/04/2026

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CARE PARTNERS ASSISTED LIVING I	5031 N FRENCH RD APPLETON, WI 54913

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
{N 000}	Initial Comments On 03/03/2026, with additional information gathered through 03/04/2026, Surveyors conducted a complaint investigation and verification visit at Care Partners Assisted Living I for Statements of Deficiency (SOD) 05VS11 and SOD K6H311. The complaint was unsubstantiated. Two deficiencies were identified. One of 2 deficiencies was a repeat violation identified in SOD 05VS11, dated 11/05/2025. All other previous deficiencies were corrected. Under statutory provisions of Wis. Stat. ch. 50, a $200 revisit fee is being assessed. Census: 19	{N 000}		
{N 389}	83.35(3)(d) Service plans updated annually or on changes Individual service plan review. Annually or when there is a change in a resident ' s needs, abilities or physical or mental condition, the individual service plan shall be reviewed and revised based on the assessment under sub. (1). All reviews of the individual service plan shall include input from the resident or legal representative, case manager, resident care staff, and other service providers as appropriate. The resident or resident ' s legal representative shall sign the individual service plan, acknowledging their involvement in, understanding of and agreement with the individual service plan. This Rule is not met as evidenced by: Based on record review and interview, the provider did not review and revise Resident 4's	{N 389}		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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{N 389}	Continued From page 1 individual service plan (ISP) with changes in his/her needs, abilities, or physical or mental condition. Resident 4 had mental health diagnoses with a history of behaviors including verbal and physical aggression, unclothing self in common areas, suicidal ideation and wandering with actual elopement from the facility. Resident 4's ISP was not updated based on assessment to identify interventions to meet his/her needs in these areas. This requirement is being cited for a fifth time. See Statement of Deficiency (SOD) GCLZ13 dated 09/26/2022, SOD GCLZ14 dated 03/01/2023, SOD XF5S11 dated 08/23/2024, and SOD 05VS11, dated 11/05/2025. Findings include: On 03/03/2026, Surveyors conducted a verification visit. On 03/03/2026 at 11:15 AM, Surveyor interviewed Administrator A who said Resident 4 was a transfer from a sister facility which was not secured. Resident 4 had incidents of wandering and elopement, and so was moved to this facility as it was a secured facility with delayed egress doors. Surveyor asked whether Administrator A was aware emotionally disturbed/mental illness was not part of the provider's client groups and s/he said "yes, I understand." Administrator A indicated Resident 4 has had incidents of exit seeking, successful elopements, and compulsive behaviors related to his/her mental illness, and also reports having auditory hallucinations and paranoia. S/he said Resident 4 had a history of suicidal ideation, having behaviors when s/he	{N 389}		

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{N 389}	Continued From page 2	{N 389}		

didn't get what s/he wanted, compulsive use of self-cleaning products, obsessive compulsive disorder (OCD), anxiety, throwing things mainly in his/her room, throwing personal belongings away and not having the budget to replace items, saying s/he has to do things or go certain places because a higher power told him/her, auditory hallucinations, and paranoia. Administrator A said Resident 4 had a special preference for a moisturizing lotion, which was no longer sold, so s/he purchased Resident 4 an alternative lotion as s/he was adamant about only using specific lotion. S/he said they were working on trial and error and were going to explore the use of trial-sized soaps.
Surveyor inquired whether staff had received training specific to Resident 4's diagnoses since his/her admission and Administrator A said s/he had been looking into that since his/her meeting with Resident 4, Ombudsman O, and Guardian P the previous week. Surveyor inquired whether there were any activities specific to Resident 4's wishes and needs and s/he said yes, but Resident 4 did not attend activities.

At 10:22 AM, Surveyor interviewed Ombudsman O who said Resident 4 didn't have dementia and did not fit in well with the client group at the facility. S/he said the provider removed all of his/her toiletry items due to his/her OCD and compulsive behavior, as well as kept him/her with limited tissues and toilet paper. S/he stated Resident 4 requested specific lotion, which s/he did not have. Ombudsman O stated s/he was working with Resident 4 related to his/her placement and rights at the facility as s/he felt his/her quality of life and mental health were being affected negatively. Ombudsman O voiced concern about Resident 4's ISP not being updated to reflect his/her needs and interventions

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{N 389}	Continued From page 3 related to his/her behavior and preferences. Ombudsman O stated the facility did not have training and provide activities that fit with Resident 4's primary client group - mental illness. On 03/03/2026 at 12:25PM, Surveyor interviewed Resident 4 and observed his/her bedroom and bathroom. Resident 4 reported s/he likes to use a specific lotion but does not have any. Resident 4 explained s/he has a small bottle that caregivers re-fill upon request. Resident 4 identified s/he has to request more toilet paper and other supplies when they run out. Resident 4 expressed s/he needed soap, lotion mouthwash and shampoo. Surveyor observed Resident 4's bathroom and noted there was no toilet paper, soap, lotion, shampoo, mouthwash or toothpaste. Further observation of the bathroom showed evidence of an abundance of toilet paper wadded up and discarded in the trash can. Resident 4 identified s/he does not participate in any of the provider's activities. Resident 4 stated s/he "does not prefer their activities." Resident 4 reported s/he stays in his/her room and watches television or listens to music. Resident 4 identified s/he likes to go for walks but has to wait until a caregiver can accompany him/her. Resident 4 reported s/he "loves" cleaning. Resident 1 described in detail how s/he dusts furniture and what products s/he uses. Resident 4 also described cleaning the shower and described how s/he likes to lift the shower bench and get all of the metal parts and hard to reach spots. Resident 4 explained his/her favorite thing to clean is the toilet. Resident 4 stated s/he does not prefer the provider's activities. Resident 4 reported s/he watches television or listens to music in his/her room. Resident 4 identified s/he enjoys cleaning (dusting and cleaning his/her bathroom). Resident 4 identified s/he likes to go on walks	{N 389}		

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{N 389}	Continued From page 4 outside, but has to wait until a caregiver can accompany him/her. Surveyor reviewed Resident 4's record and noted s/he was admitted to the facility on 08/15/2023 with diagnoses of schizophrenia, kidney disease, type 2 diabetes, and anemia. Surveyor reviewed Resident 4's "Behavior Monitoring Log" and noted "Targeted Behavior #1: Hearing/seeing things that aren't there, '[Supreme Being] told me ...' Diagnosis: Schizophrenia Targeted Behavior #2: Throwing self on floor when doesn't get [his/her] way Diagnosis: Anxiety Targeted Behavior #3: Hours asleep per shift Diagnosis: Insomnia" Surveyors noted Resident 4 rarely slept and documentation in February 2026 reflected s/he had gone 6 days without hours of sleep. Surveyor reviewed Resident 4's "Behavior Management Plan" dated 11/10/2025; updated 02/13/2026 "BEHAVIORAL SYMPTOMS (DESCRIBE) 1. Extensive length of time in shower 2. Throwing clothes/ facility towels away 3. Refusing meds, spitting on floor POSSIBLE PRECIPITATORS (Environment, Physical Issues, Care Issues) 1, 2, 3 impulsive thoughts '[Superior Being] told me to' '[Superior Being] provided me a new house' 'it's what [Superior Being] wants for me.' INTERVENTIONS 1. Monitor length of shower - 20-30 min [minutes] 2-3x [times] week 2. Reminders that we can wash clothes and bring back clean. 3. Talk about benefits of taking the medications. Explain how [s/he] likes a clean area - respect main areas - don't spit ...current: 15 minute checks."	{N 389}		

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{N 389}	Continued From page 5 Surveyor reviewed Resident 4's pre-admission assessment dated 08/08/2023 and noted "throws things away," "psychiatric illness uncontrolled" and "increased memory problems" were identified. Surveyor reviewed Resident 4's ISP with review date 02/13/2026 and noted "Bathing: [Resident 4] prefers to shower twice weekly independently, however staff to stand by for safety. [S/he] is allowed 20 minutes to shower so [s/he] does not flood [his/her] bathroom. [S/he] would sit in there for hours. [S/he] stands in front of [his/her] fan for 30-45 minutes to dry off ... Safety Concerns: ...Currently on 15 minute checks. Hygiene products are in laundry room as [s/he] will use a full bottle to clean [him/herself] if not supervised ... Wandering: [Resident 4] has a history of wandering in and out of the facility. [S/he] doesn't wander into rooms. [S/he] has an elopement history and [has] eloped on 11.7.24 and 5.30.25 Due to [his/her] history [s/he] will continue on 15 minute checks ... Other: ...Will exercise at random hours of day/night, inside and outside ... Aggressive/Combative: [Resident 4] has shown to be aggressive or combative. [Resident 4] has become aggressive when [s/he] is told no or hold on a moment, [s/he] will slam [his/her] hands on the table ... Verbal: [Resident 4]..has been verbally aggressive in the past. [S/he] has become verbally aggressive when [s/he] gets upset with staff and will yell." Surveyor reviewed SOD 05VS11 N0389 Service Plans Updated Annually And With Change, and noted Resident 4's ISP was identified as not	{N 389}		

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{N 389}	Continued From page 6 having been updated to reflect him/her disrobing in common areas and suicidal ideation as listed. Surveyor note: Resident 4's ISP was not updated to reflect a history of disrobing in common areas, suicidal ideation, staying awake for hours upon days in a given time, getting little sleep, auditory hallucinations, specific phrases that may affect him/her or s/he verbalizes or says s/he hears frequently, paranoia, throwing self on floor, refusing medications, spitting on the floor, compulsive cleaning, use of paper products, use and preference with lotion, skin integrity on hands related to compulsive cleaning, and activity preferences. Surveyor note: Surveyor reviewed the provider's Program Statement and noted, "Accepts admissions for the elderly and physically disabled with special needs which include medical conditions related to advanced age and Alzheimer's or related dementias. On occasion, [provider] will accept younger adults for admission when care needs are compatible. [Provider] specializes in the special needs of the elderly, any other admission would be done on a case by case basis. The facility takes special care to create an atmosphere where the resident needs are comparable. The goal is to create a family type atmosphere among the residents and staff. Because of the specialized needs of the residents, our staff receives on-going training in health monitoring." Surveyor noted emotionally disturbed/mental illness was not listed as a client group served by the facility, and did not outline activities and training that would be provided to individuals in this client group. On 03/03/2026 at 1:40 PM, Surveyors interviewed Administrator A who verified Resident 4's ISP was	{N 389}		

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{N 389}	Continued From page 7 not fully updated to reflect his/her needs related to his/her mental condition, preferences, behaviors, needs, and abilities. Cross Reference: N0427 83.38(1)(c) Leisure Time Activities	{N 389}		
N 427	83.38(1)(c) Leisure time activities. As appropriate, the CBRF shall teach residents the necessary skills to achieve and maintain the resident ' s highest level of functioning. In addition to the assessed needs as determined under s. DHS 83.35(1), the CBRF shall provide or arrange services adequate to meet the needs of the residents in all of the following areas: Leisure time activities. The CBRF shall provide a daily activity program to meet the interests and capabilities of the residents. Employees shall encourage and promote resident participation in the activity program. The CBRF shall develop and post the activity schedule in an area available to residents. This Rule is not met as evidenced by: Based on observation, record review, and interview, the provider did not provide or arrange services adequate to meet the needs of the residents with a daily activity program that met their interests and capabilities. Employees did not encourage and promote resident participation in the activity program. Findings include: On 03/03/2026, Surveyor reviewed the provider's Program Statement, "Leisure Time Activities"	N 427		

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N 427	Continued From page 8 Recreational activities (both home and community) are offered; some examples are as follows: movies, community concerts, music, exercise cards, bingo, board games, arts, crafts, cooking, baking, picnics, walks, outings, pet therapy, visitors, volunteers from churches or schools, and reminiscing. New residents will be asked what their interests and favorite pastimes are so we can plan accordingly. Each home conducts special parties centered around holidays, birthdays, etc." On 03/03/2026 at 10:00 AM, Surveyor interviewed Administrator A and asked whether there was a special program for Valentine's day and s/he said s/he didn't think so. Surveyor inquired whether there was anything planned for March and Administrator A said the activity director was planning a St. Patrick's day version of hiding the elf throughout the month, but wasn't a planned day activity. At 10:22 AM, Surveyor interviewed Ombudsman O who said the facility did not provide activities, or effective activities that met the residents' interests and capabilities. S/he stated s/he had not seen any meaningful activities provided at the facility during his/her frequent visits. On 03/03/2026, at 12:25PM, Surveyor interviewed Resident 4 regarding activities. Resident 4 reported s/he "does not prefer" the provider's activities. Resident 4 identified s/he stays in his/her room and watches television or listens to music. Resident 4 stated s/he likes to watch sports, including basketball, football and baseball. Resident 4 asked if there was a way for him/her to obtain a college basketball schedule so s/he knows when it is playing.	N 427		

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Surveyor reviewed Resident 4's record and noted s/he was admitted to the facility on 08/15/2023 with diagnoses of schizophrenia. Resident 4 was able to make his/her needs known and articulate his/her preferences.

Surveyor reviewed Resident 4's individual service plan (ISP) dated 02/13/2026. "Emotional and social health is promoted through activities, social interaction, and staff encouragement. Supports are adjusted to maintain safety and quality of life ...[Resident 4] enjoys watching football, socializing, listening to music. [S/he] tends to stay in [his/her] room most of the time, staff encourage to come to activities but refuses. Goal/Outcome: Resident will participate in activities daily through the next assessment."

At 1:10 PM, Surveyor interviewed Resident 9 who was sitting in the common area with a deck of cards, playing Solitaire. Surveyor inquired what card games s/he liked to play and Resident 9 said "anything," but no one will play with me, so I just play solitaire. Surveyor inquired how s/he liked his/her home and Resident 9 said it was good, but there was "nothing to do ever." S/he said s/he liked to play cards and would do any activity provided but no activities were provided and if one was it was not enjoyable. S/he said other residents didn't participate in anything and staff didn't encourage and make sure residents would join in on an activity. Surveyor inquired whether activities on the calendar were provided and s/he said "no, rarely." Surveyor inquired whether there was Resident Council that morning and s/he said it was "barely a discussion." Resident 9 said s/he was bored all the time.

Surveyor reviewed Resident 9's record and noted s/he moved to the facility on 02/14/2025 with

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diagnoses of subarachni hemorrhage and chronic kidney disease. Resident 1 had an activated Power of Attorney for Health Care. Surveyor observed Resident 9 to repeat his/her stories, but s/he was able to make his/her needs known, communicate clearly, and report his/her events of the day.

Surveyor reviewed Resident 9's ISP dated 02/24/2026. "Resident will make at least one choice daily regarding personal care, clothing, or activities. Resident expresses preferences and opinions which staff acknowledge and support. Resident demonstrates confidence and comfort in daily routine ...
Resident will participate in daily routines and preferred activities with staff support. Resident will communicate needs and preferences verbally or non-verbally. Demonstrate comfort, safety, and engagement over time. Staff will support independence, dignity, and well being ...[Resident 9] is social and enjoy [sic] participating in some activities but will get up in the middle and walk away. Stating there is nothing to do and [s/he] is board [bored]. [S/he] enjoys crafts and sewing. Listening to music and watching TV. Resident will participate in activities daily through the next assessment."

Surveyors observed Resident 9 walking around the facility with a deck of cards or sitting at a table playing cards throughout the Surveyors' visit from approximately 9:45 AM to 2:00 PM. Surveyors did not observe a scheduled or arranged activity provided to the residents by a caregiver or activity staff for the duration of the visit. The facility was quiet with little to no interaction and engagement between staff and residents, and resident to resident.

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N 427	Continued From page 11 At approximately 12:05 PM, Surveyor observed the activity calendar posted on the wall in the common area. "Resident Council" and "Limber Up" were listed as the activities on the day of Surveyors' visit. No times were listed for the daily activities. On 03/03/2026 at 1:40 PM, Surveyors interviewed Administrator A who said they had an activity director who hosted Resident Council prior to Surveyors' arrival. Surveyors inquired what other activities were being held on the day and Administrator A said the activity director was in the sister facility on campus hosting activities now. Surveyor inquired whether Resident Council was attended and Administrator A said s/he felt like residents kept to themselves more. Surveyor inquired whether there were other activities throughout the day and Administrator A said the activity staff had to split his/her time between the 2 buildings. Administrator A acknowledged the activity program did not meet the residents' needs, interests, and capabilities, and staff did not encourage participation in the activities.	N 427		