STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0016982	A. BUILDING: _____ B. WING _____	C 12/04/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
LAKEVIEW CARE PARTNERS AT WATERFORD	1701 SHARP RD WATERFORD, WI 53185

(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 12/04/2025, Surveyor completed a complaint investigation at Lakeview Care Partners at Waterford II. As a result, 1 deficiency was identified. One complaint was substantiated. Census: 3	N 000		
N 429	83.38(1)(e) Family and social contacts. 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: Family and social contacts. The CBRF shall encourage and assist residents in maintaining family and social contacts. This Rule is not met as evidenced by: Based on interviews, observations, and record review, the provider did not provide or arrange services adequate to meet the needs of the residents for social contacts and did not encourage or assist in maintaining social contacts for 1 of 1 resident (Resident 1) reviewed. Resident 1's individual service plan (ISP) did not identify her/his needs for social participation. The provider prevented Resident 1 from maintaining social contacts s/he had established, following an incident which occurred on 11/02/2025. Findings include: On 11/10/2025, the Department received a complaint alleging the facility had implemented	N 429		

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

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rules which isolated residents from the other licensed community based residential facility (CBRF) residents within the building.

On 12/02/2025, at 9:52 AM, Surveyor interviewed Resident 1, and the following was reported:

On 11/02/2025, Person D confided in Resident 1 and told her/him s/he wanted to commit suicide, and later that day, Person D attempted to carry out that thought and held a knife to her/his throat.

Prior to the incident, Resident 1, Person D, and Person E regularly spent time together. Typically, Resident 1 would visit CBRF 1 (Lakeview Care Partners at Waterford) and met with Person D and Person E in the common areas of the facility. They enjoyed doing activities together, such as playing card games, and ate lunch together in the shared dining room on the main level of the building. Resident 1 considered Person D and Person E friends. When the activities director was done with her/his shift, the residents were on their own for evening/weekend activities and socialization.

Following the incident on 11/02/2025, staff began implementing new rules which prevented Resident 1 from spending time with the residents at the facility. Resident 1 reported s/he was told by Director of Resident Services (DRS) A s/he had to eat her/his meals in the dining room in her/his CBRF. Resident 1 provided laundry folding services to CBRF 1's residents and previously entered CBRF 1 to get/give the laundry from/to the residents. One of the new rules required staff to bring the laundry between the two facilities, as to keep Resident 1 from visiting. Resident 1 reported feeling like s/he could no longer visit Person D or any other residents living

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N 429	Continued From page 2	N 429		

at the facility. S/He reported s/he had not been allowed to spend time with Person D since the incident, approximately 1 month.

On 12/02/2025, at 10:25 AM, Surveyor interviewed Person D, and the following was reported:

S/He was no longer allowed to spend time with Resident 1. S/He reported staff told her/him "CBRF 2 should not mingle with CBRF 1." They were not allowed to have meals together. Person D and Resident 1 previously met most evenings and played card games. Person D reported s/he was sad and wished s/he could see her/his friend, Resident 1. Person D started to cry and reported s/he really enjoyed the company and socialization with Resident 1. The activities director only worked during the week on dayshift and residents were on their own for activities outside of those hours. Person D appreciated the activities Resident 1 did with her/him and other residents. Person D reported s/he had not been allowed to spend time with Resident 1 since the incident on 11/02/2025. Person D requested Surveyor interview Person E, as s/he played games with them too and had not been allowed to spend time with Resident 1.

On 12/02/2025, at 10:58 AM, Surveyor interviewed Person E, and the following was reported:

S/He used to do activities with Person D and Resident 1. Person E was unsure what happened and why things had changed. S/He was "not allowed" to play cards with Person D and Resident 1 anymore. Surveyor inquired why s/he was not allowed and who had told her/him that. S/He was unsure and did not know how long it

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N 429	Continued From page 3 had been since they last got together. S/He reported being sad and missed spending time with Resident 1. On 12/02/2025, at approximately 11:15 AM, Surveyor reviewed Resident 1's record, and the following was identified: Resident 1 was admitted to the facility on 01/17/2024, with diagnoses including autistic disorder. Resident 1's ISP, not dated, identified functions or activities under the subject area of social participation including community contacts, family contacts, interpersonal relationships, and leisure time activities. Resident 1's ISP documented the following: "Social Participation - . . . Function or Activity: Community Contacts Resident's Needs: Not Applicable . . . Function or Activity: Family Contacts Resident's Needs: Not Applicable . . . Function or Activity: Interpersonal Relationships Resident's Needs: Not Applicable . . . Function or Activity: Leisure Time Activities Resident's Needs: Resident is independent with activities/prefers to participate in community activities. Resident requires staff to offer activities and monitor participation. Frequency: Activities - Independent; Activities - Participation Monitoring - 5x every day . . . Resident's Desired Outcomes: Find enjoyment/fulfillment and maintain independence with activities. Find enjoyment/fulfillment in activities of choice . . . "	N 429		

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N 429	Continued From page 4 On 12/02/2025, at approximately 12:30 PM, Surveyor observed lunch service in the shared cafeteria on the main level of the building. The following was observed: Person D was in her/his wheelchair pulled up to a table. S/He was eating nearby other residents, but Resident 1 was not in the cafeteria. Surveyor was exiting the cafeteria and observed Resident 1 walking by. Surveyor inquired if Resident 1 had eaten lunch, and s/he reported s/he had, upstairs in her/his room. On 12/02/2025, at 12:57 PM, Surveyor interviewed DRS A, and the following was reported: Prior to the incident with Person D, on 11/02/2025, Resident 1 conducted activities with the CBRF 1 residents. Resident 1 joined CBRF 1 residents for lunch and dinner and bingo days. DRS A stated following the incident "interactions needed to be different." Following the investigation of the incident, DRS A reported interviews of residents and staff were conflicting. DRS A was concerned about what could transpire if Resident 1 and Person D were allowed to spend time together; Person D's behaviors increased if s/he did not get what s/he wanted. DRS A denied allegations s/he or any of the staff told Person D and/or Person E they could not spend time with Resident 1 or other persons/residents. Facility administration did implement a new rule which required CBRF II residents to walk through the courtyard to get to common spaces, rather than through CBRF 1. DRS A was unaware residents felt they could not socialize with persons of their choosing and the impact it was having on them.	N 429		

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