| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | 0018423 | A. BUILDING: _____ B. WING _____ | C 10/28/2025 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| CUMBERLAND HEIGHTS | 251 WESTHILL ROAD RHINELANDER, WI 54501 |

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| N 000 | Initial Comments<br><br>On 10/27/2025, Surveyors conducted a standard licensure survey and complaint investigation at Cumberland Heights. Data collection continued through 10/28/2025.<br><br>The complaint was unsubstantiated.<br><br>Three deficiencies were identified.<br><br>Census: 11 | N 000 | | |
| N 165 | 83.12(4)(c) Reporting incidents with serious injury<br><br>A CBRF shall send a written report to the department within 3 working days after any of the following occurs: Any incident or accident resulting in serious injury requiring hospital admission or emergency room treatment of a resident.<br><br>This Rule is not met as evidenced by:<br>Based on record review and interview, the provider did not send a written report to the department within three working days after Resident 1 sustained a fall with injury, was sent to the emergency room, and hospitalized for a hip fracture on 05/05/2025.<br><br>Findings include:<br><br>The facility is licensed to serve up to 15 residents in the following client groups: advanced age, terminally ill, and irreversible dementia/Alzheimer's.<br><br>On 10/27/2025, Surveyor reviewed Resident 1's file. Resident 1 was admitted on 11/14/2019, with | N 165 | | |

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

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| N 165 | Continued From page 1 | N 165 | | |

a diagnosis of dementia. Resident 1's Power of Attorney (POA) was activated.

Resident 1's progress notes, dated 05/05/2025 at10:50 PM, read in part, "Writer was called to the bathroom by roommate. Writer found ct [sic] on floor. Writer checked for injuries. Writer asked ct what happened [sic] ct did not know what happened. Writer then called 911. EMS did evaluate and suggested [s/he] get checked and ct then went to hospital."

Resident 1's progress notes reported the following: Resident 1 fractured his/her hip and would require surgical intervention; Resident 1 required surgical intervention on 05/06/2025; On 05/08/2025, Resident 1 was admitted to a rehabilitation facility to complete physical therapy; Resident 1 was re-admitted to the facility on 05/28/2025.

On 10/27/2025 at 11:17 AM, Surveyor interviewed Program Manager (PM) A. PM A stated that s/he did not report Resident 1's fall with injury to the Department. PM A stated that s/he was unsure who was responsible for reporting and PM A denied that the provider had any other falls with injury requiring to be reported.

On 10/27/2025 at 1:13 PM, Surveyor interviewed Resident 1's POA. POA reported that Resident 1 sustained a hip fracture on 05/05/2025 and required hip replacement surgery.

On 10/27/2025 at 2:10 PM, Surveyor interviewed Director A. Director A stated that s/he was responsible for reporting incidents. Director A verified that s/he did not report Resident 1's fall with injury to the Department. Director A denied the provider had any other incidents that were

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| N 165 | Continued From page 2<br>required to be reported. | N 165 | | |
| N 427 | 83.38(1)(c) Leisure time activities.<br><br>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.<br><br>This Rule is not met as evidenced by:<br>Based on observation and interview, the provider did not arrange services adequate to meet the needs of the residents in the following area: leisure time activities.<br><br>The provider did not implement and post an activity schedule in an area available to residents and did not offer or attempt to engage residents in an activity.<br><br>Findings include:<br><br>The provider is licensed to care for 15 residents from the following client groups: terminally ill, irreversible dementia/Alzheimer's disease, and advanced aged. | N 427 | | |

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| N 427 | Continued From page 3<br>On 10/27/2025, Surveyor toured the facility. Surveyor observed residents sitting quietly in the dining room, residents walking around and residents sleeping and/or watching television or sitting quietly in their rooms. Surveyor did not observe a posted activity schedule.<br><br>On 10/27/2025 at approximately 10:05 a.m., Surveyor interviewed Caregiver C about the provider's activity schedule. Caregiver C reported that there was no posted activity calendar and Caregiver C conducted activities on weekends and "sporadically during the week when time permits."<br><br>On 10/27/2025, Surveyor observed Resident 2 sitting at the dining room table for most of the morning with no activity and did not hear staff offer an activity. At approximately 2:24 p.m., Surveyor interviewed Resident 2 and asked about his/her interests. Resident 2 replied that s/he liked magazines and was bored. Resident 2 reported that they do not do activities here and staff talked to him/her once in a while, but that was about it.<br><br>On 10/27/2025 at approximately 2:28 p.m., Surveyor interviewed Resident 3 about activities. Resident 3 stated that they do most activities on the weekends, but nothing formal was put in place.<br><br>On 10/27/2025 at approximately 3:00 p.m., Surveyor observed Resident 3 sitting on the couch in the living room. The television was on and Resident 3's eyes were closed. Surveyor asked Resident 3 if s/he enjoyed watching television. Resident 3 stated that there was nothing to do and s/he was not a "big TV fan." | N 427 | | |

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| N 427 | Continued From page 4<br><br>On 10/27/2025 at approximately 3:20 p.m., Surveyor interviewed Caregiver D about the provider's activity program. Caregiver D stated that they do not have a scheduled program right now because the current residents do not participate, but there was a couple from the community that brought a dog in once a month.<br><br>On 10/28/2025 at approximately 10:10 a.m., Surveyor emailed Program Manager (PM) B and asked, "Does the facility have a monthly activity calendar and someone designated to oversee activities?" On 10/28/2025 at approximately 10:23 a.m., (PM) B responded via email, "Yes we have an activity calendar, both [Caregiver C] and I coordinated together." PM B noted via email, "We change activities every month/days, yes we keep it on the bulletin in dining room. Yesterday it is [sic] not posted as we made a quick change to this last week as we are only doing Halloween bingo one day instead of 2."<br><br>On 10/28/2025 at approximately 1:40 p.m., Surveyor interviewed PM B. PM B verified the provider did not have an activity calendar posted in the facility on 10/27/2025. | N 427 | | |
| N 617 | 83.55(6)(b) Bath and toilet areas: water temperature<br><br>The CBRF shall set the temperature of all water heaters connected to sinks, showers and tubs used by residents at a temperature of at least 140°F. The temperature of water at fixtures used by residents shall be automatically regulated by valves and may not exceed 115°F, except for CBRFs serving residents recovering from alcohol or drug dependency or clients of a government correctional agency. | N 617 | | |

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| N 617 | Continued From page 5<br><br>This Rule is not met as evidenced by:<br>Based on observation and interview, the provider did not ensure that the temperature of 2 of 2 tested water fixtures used by residents did not exceed 115° F.<br><br>Findings include:<br><br>The provider is licensed to serve up to 15 ambulatory adults in the client groups of advanced aged, irreversible dementia/Alzheimer's, and terminally ill.<br><br>On 10/27/2025, at approximately 11:06 a.m., Surveyor tested the water temperature of the sink of a shared resident bathroom, located in the west hallway, which reached 137.5° F.<br><br>On 10/27/2025, at approximately 11:08 a.m., Surveyor tested the water temperature of the sink of a shared resident bathroom, located in the south hallway, which reached 134.6° F.<br><br>According to the Wisconsin Department of Health Services, "Exposure to hot water is a potential environmental danger for residents. Elderly residents and residents with mental and physical disabilities may have neurological conditions that prevent instant recoil from hot water. Because these individuals do not instantly react to dangerous temperature levels, they are at particular risk for injury. Hot water can cause scalding, e.g., second and third degree burns in which the skin blisters and swells. In such instances, skin does not return to normal and forms scar tissue upon healing. These burns may lead to permanent disability." Sustained contact with water at or above 120° F and 127° F can | N 617 | | |

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| N 617 | Continued From page 6 | N 617 | | |

result in second or third-degree burns in approximately 10 minutes and 1 minute, respectively (DQA Publication-01942, Hot Water Temperatures in Adult Family Homes, August 2017).

On 10/27/2025 at approximately 11:15 a.m., Surveyor interviewed Caregiver C and at approximately 3:20 p.m., Surveyor interviewed Caregiver D about the water temperatures. Surveyor tested the water temperatures during first and second shift and observed the water temperatures above 115° F. Both Caregivers acknowledged Surveyor's concern, and Caregiver D stated that s/he would report the temperatures to the owner.

On 10/28/2025 at approximately 10:10 a.m., Surveyor emailed Program Manager (PM) B about the hot water temperatures exceeding 115° F on 10/27/2025. On 10/28/2025 at approximately 10:23 a.m., PM B noted via email: "As for the water temp [sic] we have a contractor- [Named Contractor] that takes care of all our needs with plumbing and heating."

On 10/28/2025 at approximately 1:40 p.m., Surveyor interviewed PM B via telephone. PM B acknowledged the concern about the hot water temperatures exceeding 115° F and reported that s/he would follow up with the provider's owners and the plumbing and heating contractor.