Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0012010	A. BUILDING: _____ B. WING _____	C 02/23/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WASHINGTON HOME	**2030 E WASHINGTON ST WEST BEND, WI 53095**

(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
M 000	INITIAL COMMENTS On 02/21/2024, with information obtained through 02/23/2024, the Bureau of Assisted Living conducted a complaint investigation and abbreviated licensing survey at Washington Home, an adult family home (AFH) located in West Bend, WI. As a result of the survey, 1 deficiency was identified. The complaint was unsubstantiated. Census: 4	M 000		
M 570	88.10(3)(l) Safe Physical Environment Individuals, except for correctional residents, have basic rights which they do not lose when they enter an adult family home. A resident shall have a safe environment in which to live. The adult family home shall safeguard residents who cannot fully guard themselves from environmental hazards to which they are likely to be exposed, including conditions which would be hazardous to anyone and conditions which would be or are hazardous to a particular resident because of the resident's condition or disability. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure a safe environment in which to live. Water temperatures for 2 of 2 residents' bathroom sinks reached 144.7° Fahrenheit (F) and 151° F, respectively.	M 570		

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

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M 570	Continued From page 1 Findings include: The provider is licensed to serve up to 4 adults in the client groups of emotionally disturbed/mental illness, developmentally disabled, traumatic brain injury, physically disabled, and irreversible dementia/Alzheimer's. On 02/22/2024, at approximately 9:47 a.m., Surveyor tested the water temperature of the sink in the resident bathroom located in the hallway near the resident bedrooms, which reached 144.7° F. At approximately 9:53 a.m., Surveyor tested the water temperature of the sink in the resident bathroom off the kitchen, which reached 151.0° F. 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 140° F can result in second or third-degree burns in approximately 6 seconds (DQA Publication-01942, Hot Water Temperatures in Adult Family Homes, August 2017).	M 570		

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M 570	Continued From page 2 At approximately 10:04 a.m., Surveyor interviewed Director A and Home Coordinator B. Both acknowledged Surveyor's concern of both sink temperatures. Both reported that they believed Resident 1, who sometimes complained about water being too cold, has been turning up the water temperature at the water heater. Both reported that they have suspicions of this because when they began doing routine checks of the temperatures, they'd find the water heater temperature set at a different setting than where they had previously set it. Director A reported that the other day when s/he had tested one of the bathroom sink water temperatures, s/he had found it to be around 126° F, which s/he acknowledged was still in excess of what was safe. Both Director A and Home Coordinator B reported they would look into ways to prevent residents, including Resident 1, from being able to tamper with the water temperature.	M 570		