STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0015326	A. BUILDING: _____ B. WING _____	R-C 06/27/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CHARTER SENIOR LIVING OF HASMER LAKE	N168 W22026 MAIN ST JACKSON, WI 53037

(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
{U 000}	INITIAL COMMENTS On 06/27/2025, Surveyor conducted a verification visit and complaint investigation at Charter Senior Living of Hasmer Lake, a RCAC in Jackson. Two deficiencies were identified. One deficiency was a repeat deficiency - See Statement of Deficiency (SOD) 0H1N12, dated 02/27/2023. SOD 562W12, dated 02/05/2025, was corrected. The complaint was substantiated. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 36	{U 000}		
U 116	89.23(2)(a)2.a SERVICES SUFFICIENT SERVICES. Minimum required services. A residential care apartment complex shall have the capacity to provide all of the following services to all tenants, either directly or under contract: a. Supportive services: meals, housekeeping in tenants' apartments, laundry service and arranging access to medical services. In this subparagraph, "access" means arranging for medical services and transportation to medical services. This Rule is not met as evidenced by:	U 116		

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

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U 116	Continued From page 1 Based on interview and record review, the provider did not ensure tenants were provided with supportive services, including housekeeping and laundry service. Findings include: On 06/27/2025, Surveyor conducted a complaint investigation alleging the provider did not provide routine housekeeping services. On 06/27/2025 at 9:00 a.m., Surveyor interviewed Caregiver B regarding the provider's laundry services. Caregiver B stated caregivers were responsible for daily cleaning and washing the tenant's personal laundry, which consisted of their clothing. Caregiver B stated s/he only washed and changed tenants' bed linens if they were visibly soiled. Caregiver B stated s/he thought housekeeping was responsible for routine bed linen changes. On 06/27/2025 at 9:25 a.m., Surveyor interviewed Tenant 1. Tenant 1 stated his/her bed linens were not changed on a weekly basis. Tenant 1 said weeks can go by without housekeeping services completed weekly as promised when [s/he] moved to the complex. On 06/27/2025 at 9:45 a.m., Surveyor interviewed Tenant 2 and Tenant 3. Tenant 2 stated the last routine cleaning of their apartment was early June. Tenant 2 stated when they first moved into the apartment approximately 1 year prior it took 2 months before someone washed the floors. Tenant 2 stated s/he cleaned the bathrooms him/herself to make sure it got done and assisted staff with changing the bed linens to make sure it was completed weekly.	U 116		

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U 116	Continued From page 2 On 06/27/2025 at 10:00 a.m., Surveyor interviewed Tenant 4 and Tenant 5. Tenant 4 stated their bed linens were changed approximately 1 time per month. Tenant 4 complimented the provider's housekeeper, but stated there was only 1 housekeeper and s/he could only do so much. Tenant 4 stated, "We aren't sweaty pigs, but it would be nice to have our bed changed more often." On 06/27/2025 at approximately 10:20 a.m., Surveyor interviewed Housekeeper C. Housekeeper C stated s/he was the only housekeeper responsible for approximately 49 rooms between 2 buildings. Housekeeper C stated according to contract, s/he was responsible for washing the bedding and towels. Housekeeper C stated s/he had been the only housekeeper for quite some time and didn't have a set schedule to follow for bed linen changes, so it was possible for tenants to go longer than a week without changes. Housekeeper C stated the provider was interviewing in hopes of finding him/her help. On 06/27/2025 at approximately 12:00 p.m., Surveyor reviewed the provider's residency agreement. The agreement referenced the provider's handbook regarding services. The provider's resident handbook stated, "Our Housekeeping team is available to clean apartments on a weekly schedule. Typically, this includes changing the bed linens, vacuuming, sweeping, bathroom, and kitchen cleaning ... We offer personal laundry and linen service every week. Laundry is collected once a week and is usually returned within two working days." On 06/27/2025 at approximately 12:30 p.m., Surveyor reviewed concern with RN A,	U 116		

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U 116	Continued From page 3 Administrator D and Clinical Specialist E that tenants were not receiving housekeeping services as stated in their contract. Administrator D stated the 1 housekeeper would be responsible for approximately 6 or 7 rooms a day and s/he believed this was feasible to keep up with the cleaning tasks. RN A stated caregivers should be completing bed linen changes on shower days. Surveyor asked if there was a policy to follow indicating linen changes on shower days or a schedule that prompted caregivers to change linens, particular for those tenants independent with showers like Tenant 1, Tenant 4 and Tenant 5. RN A and Clinical Specialist E were unable to provide any documentation reflecting the protocol regarding who completed particular laundry tasks and when.	U 116		
U 118	89.23(2)(a)2.c SERVICES SUFFICIENT SERVICES. Minimum required services. A residential care apartment complex shall have the capacity to provide all of the following services to all tenants, either directly or under contract: c. Nursing services: health monitoring, medication administration and medication management.	U 118		

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U 118	Continued From page 4 This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 2 of 3 tenants reviewed were provided with nursing services, including medication administration and management. Tenant 1 did not receive his/her Oxycodone as prescribed and medication administration was not accurately documented in his/her record. Tenant 6 did not receive his/her Lactulose as prescribed. This is a repeat deficiency. See Statement of Deficiency (SOD) 0H1N12, dated 02/27/2023. Findings include: On 06/27/2025, Surveyor conducted a complaint investigation alleging tenants did not receive their medications as prescribed. The following concerns were identified: Example 1 - Tenant 1: On 06/27/2025 at 9:25 a.m., Surveyor interviewed Tenant 1. Tenant 1 stated s/he lived in pain and was prescribed pain medication every 4 hours. Tenant 1 voiced concern that sometimes the provider did not administer his/her pain medication, particularly on 3rd shift when medications were due at 12:00 a.m. and 4:00 a.m. On 06/272025 at 11:30 A.M., Surveyor reviewed Tenant 1's medication administration record (MAR), dated 05/01/2025 to 06/27/2025. Tenant 1's record documented the following: Availability: Oxycodone 15 mg (Start Date: 02/20/2025) every	U 118		

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U 118	Continued From page 5 4 hours was discontinued on 05/08/2025 and reordered on 05/13/2025. The MAR documented the medication as unavailable from 05/13/2025 at 8:00 p.m. through 05/14/2025 at 4:00 p.m. (6 missed doses from the time it was prescribed). The medication was also not administered on 05/19/2025 at 12:00 a.m. due to the medication passer not having keys to access the medication. On 06/27/2025 at approximately 12:30 p.m., Surveyor reviewed concern with RN A, Administrator D and Clinical Specialist E that Tenant 1 did not receive his/her Oxycodone as prescribed. Clinical Specialist E stated Tenant 1's physician randomly discontinued Tenant 1's pain medication without notice. Clinical Specialist E stated the provider received a paper script when the medication was reordered, but the provider's pharmacy wouldn't accept. Clinical Specialist E stated the paper script resulted in a delay in obtaining the medication. Clinical Specialist E stated in the future they would have a back-up pharmacy to use to prevent delays. Documentation: Tenant 1's Oxycodone 15 mg (Start Date: 02/20/2025 / Discontinued 05/08/2025 / Reordered 05/13/2025) every 4 hours was not documented as administered on 05/01/2025 at 12:00 a.m. and 4:00 a.m., 05/02/2025 at 4:00 a.m., 05/03/2025 at 12:00 a.m. and 4:00 a.m., 05/06/2025 at 12:00 a.m. and 4:00 p.m., 05/07/2025 at 4:00 a.m. and 05/08/2025 at 12:00 a.m. and 4:00 a.m., 05/15/2025 12:00 a.m. and 4:00 a.m., 05/16/2025 12:00 a.m. and 4:00 a.m., 05/17/2025 12:00 a.m. and 4:00 a.m., 05/18/2025 12:00 a.m. and 4:00 a.m., 05/20/2025 12:00 a.m. and 4:00 a.m., 05/22/2025 12:00 a.m. and 4:00 a.m., 05/23/2025 12:00 a.m. and 4:00 a.m.,	U 118		

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U 118	Continued From page 6 05/24/2025 at 4:00 p.m., 05/25/2025 12:00 a.m. and 4:00 a.m., 05/26/2026, 12:00 a.m. and 4:00 a.m., 05/28/2025 12:00 a.m. and 4:00 a.m., 05/29/2025 12:00 a.m. and 4:00 a.m., 05/30/2025 12:00 a.m. and 4:00 a.m., 05/31/2025 12:00 a.m. and 4:00 a.m., 06/01/2025 4:00 a.m., 06/02/2025 at 12:00 a.m., 06/03/2025 at 12:00 a.m. and 4:00 a.m., 06/04/2025 at 4:00 a.m., 06/05/2025 12:00 a.m. and 4:00 a.m., 06/06/2025 12:00 a.m. and 4:00 a.m., 06/07/2025 12:00 a.m. and 4:00 a.m., 06/08/2025 12:00 a.m. and 4:00 a.m., 06/09/2025 4:00 a.m., 06/10/2025 12:00 a.m. and 4:00 a.m., 06/12/2025 12:00 a.m. and 4:00 a.m., 06/13/2025 12:00 a.m. and 4:00 a.m., 06/14/2025 12:00 a.m. and 4:00 a.m., 06/15/2025 4:00 a.m., 06/17/2025 at 4:00 a.m., 06/18/2025 at 4:00 a.m., 06/19/2025 at 12:00 a.m. and 4:00 a.m., 06/20/2025 at 12:00 a.m. and 4:00 a.m., 06/21/2025 at 4:00 a.m., 06/22/2025 12:00 a.m. and 4:00 a.m., 06/23/2025 12:00 a.m. and 4:00 a.m., 06/25/2026 at 4:00 a.m., 06/26/2026 12:00 a.m. and 4:00 a.m., and 06/27/2025 12:00 a.m. and 4:00 a.m. Surveyor and RN A reviewed the provider's narcotic counts which had all Oxycodone administrations accounted for except 06/01/2025 at 4:00 a.m. and 06/04/2025 at 4:00 a.m., indicating Tenant 1 received his/her Oxycodone on the above dates; however, the administration was not documented in Tenant 1's record. On 06/27/2025 at approximately 12:30 p.m., Surveyor reviewed concern with RN A, Administrator D and Clinical Specialist E that Tenant 1's Oxycodone administration was not accurately documented. Clinical Specialist E confirmed administration was not consistently documented. Example 2 - Tenant 6:	U 118		

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U 118	Continued From page 7 Tenant 6 was admitted to the provider's complex on 03/16/2023. Tenant 6's physician orders included Lactulose 10 gm/15 ml (Start Date: 10/16/2024) - Take 30 mls by mouth twice daily. Tenant 6's MAR, dated 06/01/2025 to 06/27/2025, indicated his/her Lactulose was unavailable for administration on 06/14/2025 and 06/17/2025. On 06/27/2025 at approximately 12:30 p.m., Surveyor reviewed concern with RN A, Administrator D and Clinical Specialist E that Tenant 6 missed doses of Lactulose due to unavailability. Surveyor was not provided a reason for the Lactulose being unavailable.	U 118		