STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017165	A. BUILDING: _____ B. WING _____	C 10/10/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CONNIE HOME LLC	1312 CONGRESS AVE OSHKOSH, WI 54901

(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 10/06/2023, with information gathered through 10/10/2023, Surveyor conducted an investigation of one complaint at Connie Home LLC. As a result of the survey, four deficiencies were identified and the complaint was substantiated. Census: 3	M 000		
M 276	88.05(3)(a) HOME ENVIRONMENT An adult family home shall be safe, clean and well-maintained and shall provide a homelike environment. This Rule is not met as evidenced by: Based on interview and observations, the provider did not maintain a safe, clean, and homelike environment. Findings include: On 06/30/2023, the department received a complaint that alleged the refrigerator/freezer were unable to maintain cold temperatures. On 10/06/2023, at approximately 9:30 AM, Surveyor toured the facility and observed: Resident 3's bedroom had an air conditioning unit in his/her window. The air conditioning unit did not sit squarely in the window opening and the opened window space above the air conditioning unit was open to the outside.	M 276		

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

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M 276	Continued From page 1 Kitchen refrigerator door did not have a tight seal. The rubber seal around the door was loose fitting. Kitchen freezer, above the refrigerator, contained cracks in the plastic interior. Kitchen microwave contained brownish and yellowish splatter throughout the inside of what appeared to be food particles. The carpeting had what appeared to be dark stained and matted down carpeting due to repeat usage of individuals walking up and down the stairs and into resident bedrooms. On 10/06/2023, at approximately 10:00 AM, Surveyor interviewed Medication Manager A and House Manager B. Medication Manager A and House Manager B stated the refrigerator should "probably be replaced." Medication Manager A and House Manager B stated cleaning requirements would be discussed with staff.	M 276		
M 278	88.05(3)(b) FREE OF HAZARDS The home shall be free from hazards and kept uncluttered and free of dangerous substances, insects and rodents. This Rule is not met as evidenced by: Based on observation, interview, and record review, the provider did not ensure that the home was a safe environment and that residents were	M 278		

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M 278	Continued From page 2	M 278		

safeguarded from environmental hazards. Toxic chemicals / cleaning compounds were not securely stored.

Findings include:

The licensee is able to serve up to 4 residents within the client groups of emotionally disturbed/mental illness, developmentally disabled, advanced aged, physically disabled, and irreversible dementia/Alzheimer's.

On 10/06/2023, at approximately 9:20 AM, Surveyor toured the home and observed the following cleaning compounds unsecured while residents ambulated throughout the home independently:

Under the kitchen sink cabinet:
A gallon jug of bleach
A gallon jug of multi-surface cleaner
A 16 fluid ounce bottle of odor eliminator
A 32 fluid ounce bottle of oven, grill & fryer cleaner
A 32 fluid ounce bottle of foaming beach cleaner
A 6-ounce spray can of disinfectant
A 25-ounce spray can of foaming bathroom disinfectant
A 180 fluid ounce jug of cleaner plus bleach

Resident bathroom:
A 25-ounce spray can of foaming bathroom disinfectant
A 24 fluid ounce bottle of toilet bowl cleaner

On 10/06/2023, at approximately 10:00 AM, Surveyor interviewed Medication Manager A and House Manager B. Medication Manager A and House Manager B stated s/he would install a lock on the cabinet as they understood that for the

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M 278	Continued From page 3 safety of the residents, cleaning compounds should be secured.	M 278		
M 440	88.07(2)(b)1 SUPERVISNG & ASSISTING WITH ADLS Supervising or assisting a resident with or teaching a resident about activities of daily living. This Rule is not met as evidenced by: Based on observation, interview, and record review, the provider did not ensure all activities of daily living services were provided for 1 of 1 resident (Resident 1). Resident 1 did not receive assistance with housekeeping for his/her bedroom. Findings include: On 06/30/2023, the department received a complaint that alleged resident rooms were cluttered with food and personal belongings. On 10/06/2023, at approximately 9:35 AM, Resident 1 allowed Surveyor to tour his/her bedroom. Surveyor noted the room was large enough for two residents to reside in and the floor was covered with bottles of closed and opened carbonated drinks, water, and power drinks, clothing (clean and dirty), shoes and craft projects. The room contained boxed and canned food items stacked on the floor and shelving units. The floor of the room was difficult to see which left limited space to walk.	M 440		

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M 440	Continued From page 4 On 10/06/2023, Surveyor reviewed Resident 1's record. Resident 1's "Individual Service Plan," dated 06/11/2023, documented: "Laundry and/or chores: Independent with [his/her] laundry, [s/he] can wash, dry, fold and put [his/her] clothes away but does benefit from reminders to wash laundry at times." "Describe any personal housekeeping the resident agrees to perform, or, if applicable, any compensated work the resident has agreed to do for the sponsor, including the terms of the compensation: [Resident 1] will keep [his/her] bedroom clean and tidy staff will give reminders and weekly checks to make sure that the room stays clean. [Resident 1] is to avoid having open food in [his/her] room." On 10/06/2023, at approximately 10:00 AM, Surveyor interviewed Medication Manager A and House Manager B. Medication Manager A and House Manager B stated Resident 1 worked at a local grocery store and had easy access to purchase food. Resident 1 can purchase food and at times would receive food from his/her workplace. Medication Manager A and House Manager B stated that Resident 1 loved to cook and was very good at it, but staff should have worked with him/her more to ensure that his/her room was kept in an orderly fashion and to ensure Resident 1 was able to properly take care of his/her belongings.	M 440		
M 448	88.07(2)(b)5 MONITORING HEALTH Monitoring resident health by observing and documenting changes in	M 448		

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M 448	Continued From page 5	M 448		

each resident's health and referring a resident to health care providers when necessary.

This Rule is not met as evidenced by:
Based on record review and interview, the provider did not monitor 1 of 1 resident's (Resident 1) health and inform resident's guardian/resident legal representative when s/he experienced blood sugar (BS) levels over 300.

Findings include:

On 06/30/2023, the department received a complaint that alleged staff were not trained to pass medications.

On 10/06/2023, Surveyor reviewed Resident 1's record.

Resident 1 was admitted to the facility on 07/07/2021 with diagnosis including Type 2 diabetes mellitus with hyperglycemia.

Resident 1's "Individual Service Plan (ISP)," dated 06/11/2023, documented:
"Medication management: Requires physical assistance. [Provider] will manage all medications for [Resident 1] following physician's orders."
"Hyperglycemia doesn't always have immediately noticeable effects. Someone might have it for years without having any physical symptoms. But very high blood sugar can cause the following symptoms: Extreme thirst, Frequent urination, Tiredness, Listlessness, Nausea, Dizziness. If someone has extremely high blood sugar levels, they may feel confused and drowsy or even lose consciousness (diabetic coma)." (Source:

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National Library of Medicine (NIH) website, Hyperglycemia and hypoglycemia in type 2 diabetes, October 22, 2020, https://www.ncbi.nlm.nih.gov/books/NBK279510/ (retrieval date - October 10, 2023).)

Surveyor noted Resident 1's ISP did not document that Resident 1 had Type 2 diabetes mellitus with hyperglycemia or what symptoms to monitor him/her for.

Resident 1's September and October 2023 "Blood Sugar Monitoring Sheet," dated 09/01/2023 to 10/05/2023, documented the following BS levels over 300:
09/01 - 387
09/02 - 317
09/04 - 309
09/06 - 318
09/08 to 09/13 - Refused
09/16 - 317
09/17 - 344
09/19 - 302
09/20 - 380
09/22 - 383
09/23 - 402
09/24 - 360
09/25 - 470
09/26 - 352
09/27 - 350
09/28 - 316
09/30 - 315
10/01 - left blank
10/02 - left blank
10/03 - 354
10/04 - 371
10/05 - 343

Resident 1's September or October 2023 Medication Administration Records did not identify

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M 448	Continued From page 7 blood sugar level parameters or indication any steps were taken when the levels were over 300.	M 448		