STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019881	A. BUILDING: _____ B. WING _____	R-C 03/26/2026

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LAKEHOUSE CEDARBURG	W56 N225 MCKINLEY BLVD CEDARBURG, WI 53012

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{N 000}	Initial Comments On 03/24/2026, Surveyor conducted a verification visit and one (1) complaint investigation at LakeHouse Cedarburg. Additional information was gathered through 03/26/2026. As a result of the survey, 1 complaint was substantiated. One of 2 previous deficiencies was a repeat violation. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 33	{N 000}		
{Y3244}	50.09(1)(L) Care (1) RESIDENTS' RIGHTS. Every resident in a nursing home or community based residential facility shall, except as provided in sub. (5), have the right to (l) Receive adequate and appropriate care within the capacity of the facility. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure adequate and appropriate care was provided within the capacity of the	{Y3244}		

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

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{Y3244}	Continued From page 1	{Y3244}		

facility for 5 out of 5 residents reviewed (Resident 3, Resident 4, Resident 5, Resident 6 and Resident 7).

This requirement is being cited for fourth time. See Statement of Deficiency (SOD) TXMN11 - dated 4/21/2025, XCCR12 - dated 05/21/2025 and 823Z11 - dated 11/13/2025.

Findings include:

The provider is licensed as a class CNA (non-ambulatory) to provide care for up to 65 residents in the following client groups: advanced age, irreversible dementia/Alzheimer's and physically disabled.

On 02/26/2026, the Department received a complaint alleging care concerns.

On 03/24/2026 at 9:45 AM, Surveyor interviewed LPN E. LPN E stated staff respond to residents as soon as possible. LPN E stated they review call logs and review at morning stand up. Surveyor requested call logs from 03/09/2026 - 03/24/2026.

On 03/24/2026 at 11:25 AM, Surveyor interviewed Family F. Family F stated s/he had concerns with response time. Family F stated Resident 3 can wait over 45 minutes for staff to respond. Family F stated Resident 3 is supposed to be a 2-person transfer, but there isn't always 2 people there to help. Family F confirmed Resident 3 needs staff assistance. Family F stated there if a high staff turnover.

On 03/24/2026 at 12:00 PM, Surveyor interviewed Executive Director (ED) A. Surveyor requested Resident 3, Resident 4, Resident 5,

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{Y3244}	Continued From page 2	{Y3244}		

Resident 6 and Resident 7's Individual Service Plans (ISP) and call logs from 03/09/2026 - 03/24/2026.

Resident 3 admitted on 01/30/2025, with diagnoses to include major depressive disorder, altered mental status and vascular dementia. Resident 3's ISP reflected:
Bathing - Physical Assist
Dressing/Grooming - Physical Assist
Mobility - Escort or Wheelchair Push Assist
Toileting - Regular Assist
Transfers - Two Assist

Resident 4 admitted on 11/02/2022, with diagnoses to include hyperlipidemia and glaucoma. Resident 4's ISP reflected:
Bathing - Physical Assist
Dressing/Grooming - Stand-by Assist
Transfers - One Assist
Mobility - Escort or Wheelchair Push Assist
Colostomy/Catheter/Bedside Commode - Physical Assist (Resident 4 has urinary catheter.

Resident 5 admitted on 07/18/2024, with diagnoses to include depression, Parkinson's disease, chronic pain and hypertension. Resident 5's ISP reflected:
Bathing - Stand-by Assist
Dressing/Grooming - Physical Assist
Oral Care - Physical Assist
Transfers - One Assist
Mobility - Escort or Wheelchair Push Assist
Toileting - Regular Assist
Diet/Modified Prep - Foods Level 7/Easy to Chew
Diet/Modified Prep - Liquid - Level 0/Thin

Resident 6 admitted on 05/17/2025, with diagnoses to include hyperlipidemia, hypertension and atrial fibrillation. Resident 6's ISP reflected:

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{Y3244}	Continued From page 3 Orientation - Occasional Prompting Bathing - Stand-by Assist Dressing/Grooming - Physical Assist Oral Cares - Reminders Transfers - One Assist Mobility - Escort or Wheelchair Push Assist ED A provided Surveyor with call logs. Call logs reflected: Resident 3 03/09/2026: Initiated at 9:31 AM Wait Time 30 minutes 03/09/2026: Initiated at 4:37 PM Wait Time 1 hour 45 minutes 03/13/2026: Initiated at 11:53 AM Wait Time 23 minutes Resident 4 03/09/2026: Initiated at 2:10 PM Wait Time 49 minutes 03/09/2026: Initiated at 3:05 PM Wait Time 23 minutes 03/09/2026: Initiated at 3:29 PM Wait Time 21 minutes 03/09/2026: Initiated at 4:03 PM Wait Time 27 minutes 03/10/2026: Initiated at 6:32 AM Wait Time 30 minutes 03/10/2026: Initiated at 7:33 AM Wait Time 29 minutes 03/10/2026: Initiated at 12:36 PM Wait Time 22 minutes 03/11/2026: Initiated at 9:30 AM Wait Time 23 minutes 03/12/2026: Initiated at 9:00 AM Wait Time 21 minutes 03/12/2026: Initiated at 5:47 PM Wait Time 24 minutes 03/13/2026: Initiated at 9:33 AM Wait Time 48 minutes	{Y3244}		

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{Y3244}	Continued From page 4 03/13/2026: Initiated at 11:36 AM Wait Time 20 minutes 03/13/2026: Initiated at 3:10 PM Wait Time 37 minutes 03/14/2026: Initiated at 11:29 AM Wait Time 25 minutes 03/14/2026: Initiated at 1:03 PM Wait Time 25 minutes 03/14/2026: Initiated at 1:31 PM Wait Time 41 minutes 03/14/2026: Initiated at 2:33 PM Wait Time 20 minutes 03/14/2026: Initiated at 5:15 PM Wait Time 1 hour 1 minute 03/15/2026: Initiated at 9:29 AM Wait Time 34 minutes 03/15/2026: Initiated at 12:22 PM Wait Time 21 minutes 03/15/2026: Initiated at 1:47 PM Wait Time 44 minutes 03/15/2026: Initiated at 2:33 PM Wait Time 26 minutes 03/15/2026: Initiated at 4:43 PM Wait Time 23 minutes 03/15/2026: Initiated at 6:06 PM Wait Time 23 minutes 03/16/2026: Initiated at 6:23 AM Wait Time 24 minutes 03/16/2026: Initiated at 8:34 AM Wait Time 20 minutes 03/16/2026: Initiated at 12:38 PM Wait Time 45 minutes 03/16/2026: Initiated at 1:44 PM Wait Time 36 minutes 03/16/2026: Initiated at 5:29 PM Wait Time 53 minutes 03/17/2026: Initiated at 9:23 AM Wait Time 24 minutes 03/17/2026: Initiated at 11:34 AM Wait Time 28 minutes	{Y3244}		

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{Y3244}	Continued From page 5 03/17/2026: Initiated at 1:14 PM Wait Time 38 minutes 03/19/2026: Initiated at 4:21 PM Wait Time 25 minutes 03/19/2026: Initiated at 4:54 PM Wait Time 56 minutes 03/20/2026: Initiated at 6:11 PM Wait Time 54 minutes 03/20/2026: Initiated at 7:52 PM Wait Time 24 minutes 03/22/2026: Initiated at 12:59 PM Wait Time 23 minutes 03/23/2026: Initiated at 9:23 AM Wait Time 21 minutes 03/23/2026: Initiated at 9:47 AM Wait Time 29 minutes 03/23/2026: Initiated at 6:11 PM Wait Time 2 hours 3 minutes 03/24/2026: Initiated at 6:39 AM Wait Time 47 minutes 03/24/2026: Initiated at 8:53 AM Wait Time 31 minutes Resident 5 03/09/2026: Initiated at 6:47 PM Wait Time 45 minutes 03/09/2026: Initiated at 7:56 PM Wait Time 35 minutes 03/11/2026: Initiated at 6:36 AM Wait Time 24 minutes 03/11/2026: Initiated at 2:43 PM Wait Time 41 minutes 03/11/2026: Initiated at 8:39 PM Wait Time 24 minutes 03/12/2026: Initiated at 5:55 PM Wait Time 26 minutes 03/12/2026: Initiated at 7:54 PM Wait Time 28 minutes 03/13/2026: Initiated at 11:23 AM Wait Time 26 minutes	{Y3244}		

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{Y3244}	Continued From page 6 03/13/2026: Initiated at 2:07 PM Wait Time 49 minutes 03/14/2026: Initiated at 11:20 AM Wait Time 46 minutes 03/14/2026: Initiated at 1:35 PM Wait Time 47 minutes 03/15/2026: Initiated at 7:38 AM Wait Time 52 minutes 03/15/2026: Initiated at 9:59 AM Wait Time 27 minutes 03/15/2026: Initiated at 2:32 PM Wait Time 1 hour 41 minutes 03/16/2026: Initiated at 7:09 AM Wait Time 26 minutes 03/16/2026: Initiated at 9:46 AM Wait Time 33 minutes 03/17/2026: Initiated at 6:25 AM Wait Time 25 minutes 03/18/2026: Initiated at 10:25 AM Wait Time 22 minutes 03/18/2026: Initiated at 2:17 PM Wait Time 26 minutes 03/19/2026: Initiated at 6:06 PM Wait Time 59 minutes 03/19/2026: Initiated at 8:40 PM Wait Time 27 minutes 03/20/2026: Initiated at 1:08 PM Wait Time 22 minutes 03/20/2026: Initiated at 2:04 PM Wait Time 28 minutes 03/21/2026: Initiated at 1:37 AM Wait Time 31 minutes 03/21/2026: Initiated at 8:01 PM Wait Time 22 minutes 03/23/2026: Initiated at 8:02 AM Wait Time 1 hour 03/23/2026: Initiated at 11:27 AM Wait Time 1 hour 31 minutes 03/23/2026: Initiated at 4:09 PM Wait Time 20 minutes	{Y3244}		

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{Y3244}	Continued From page 7 Resident 6 03/09/2026: Initiated at 4:06 PM Wait Time 1 hour 15 minutes 03/10/2026: Initiated at 3:15 PM Wait Time 22 minutes 03/16/2026: Initiated at 12:16 PM Wait Time 1 hour 6 minutes 03/23/2026: Initiated at 11:32 AM Wait Time 41 minutes 03/23/2026: Initiated at 10:20 PM Wait Time 20 minutes Resident 7 03/15/2026: Initiated at 7:30 AM Wait Time 33 minutes 03/15/2026: Initiated at 8:36 AM Wait Time 41 minutes 03/15/2026: Initiated at 7:31 PM Wait Time 20 minutes 03/16/2026: Initiated at 7:34 AM Wait Time 26 minutes 03/17/2026: Initiated at 7:54 PM Wait Time 24 minutes 03/21/2026: Initiated at 7:01 AM Wait Time 39 minutes 03/23/2026: Initiated at 9:08 AM Wait Time 1 hour 19 minutes 03/24/2026: Initiated at 6:59 AM Wait Time 1 hour 1 minute On 03/24/2026 at approximately 1:00 PM, Surveyor interviewed ED A and LPN E. ED A acknowledged they are working on the call logs and that s/he has instructed staff to turn off call lights as soon as they enter. Surveyor asked if ED A or LPN E had documentation to explain long wait times and ED A and LPN E stated they did not have documentation to explain log wait times.	{Y3244}		

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{Y3244}	Continued From page 8 ED A stated they will reeducate staff and work on the response times. On 03/26/2026 at 1:28 PM, Surveyor interviewed Family G. Family G acknowledged Resident 3 has been out of the facility. Family G stated s/he had concerns with staff not utilizing 2 staff to assist Resident 3 with transfer, but acknowledged Resident 3 will return to the facility with orders for a Hoyer. Family G stated s/he had concerns with Resident 3 having long wait times. The provider did not ensure adequate and appropriate care was provided within the capacity of the facility.	{Y3244}		