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
	0015650	A. BUILDING: _____ B. WING _____	C 03/28/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WATERFORD AT WEST BEND (THE)	**831 E WASHINGTON 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
N 000	Initial Comments From 03/27/2024 to 03/28/2024, Surveyor conducted a complaint investigation at Waterford at West Bend, a CBRF in West Bend. One deficiency was identified. The complaint was substantiated. Census: 38	N 000		
Y3235	50.09(1)(f) Privacy (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: (f) Physical and emotional privacy in treatment, living arrangements and in caring for personal needs, including, but not limited to: This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure residents were provided privacy in all living areas. The provider had a camera in the dining room. Findings include:	Y3235		

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

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Y3235	Continued From page 1 From 03/27/2024 to 03/28/2024, Surveyor conducted a complaint investigation that alleged the facility had a camera placed in the facility that viewed residents in the dining room. On 03/27/2024 at approximately 8:50 a.m., Surveyor toured the provider's dining room with Caregiver B and asked if there was a camera in the room. Caregiver B pointed to a camera above cabinets that was angled at the dining room in the "assisted living" portion of the facility. On 03/27/2024 at approximately 9:25 a.m., Surveyor interviewed Administrator A. Surveyor asked Administrator A to show the images viewed on the dining room camera. Administrator A pulled up the camera view on his/her phone, which viewed the dining room where residents ate. Administrator A confirmed residents would be in view on the camera if in the dining room and stated s/he wasn't sure when or why the camera was ever installed.	Y3235		