STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0016704	A. BUILDING: _____ B. WING _____	C 07/31/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CARTERS QUALITY CARE	**4058 N 89TH STREET MILWAUKEE, WI 53222**

(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 07/31/2024, Surveyors conducted a complaint investigation at Carters Quality Care, an Adult Family Home (AFH) in Milwaukee, WI. Four deficiencies identified. Complaint 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 observation and interview, the provider did not provide a homelike environment. Licensee A and his/her two small children were living in the living room area of the facility. This had the potential to affect 3 of 3 residents residing in the home. Findings include: The facility is licensed to provide services up to 4 residents who may be developmentally disabled, physically disabled, traumatic brain injury, emotionally disturbed/mental illness, public funding, irreversible dementia/Alzheimer's, alcohol/drug dependent, terminally ill and advanced age.	M 276		

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

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M 276	Continued From page 1 Census at the time of the survey was 3. On 07/31/2024 at approximately 11:30 AM, Surveyors conducted a tour of the facility. Surveyors observed two small children moving around freely in the home. Children were in the facility living room watching TV. Surveyors observed a pack and play crib next to the couch in the living room. On 07/31/2024 at approximately 11:45 AM, Surveyors interviewed Resident 1. Resident 1 stated the kids were always in the facility and it interfered with Licensee A. Resident 1 stated Licensee A was always yelling at the kids and had heard him/her discipline the children. Resident 1 stated Licensee A lived there sometimes, and his/her kids did too. Resident 1 stated s/he did not go out in the living room because the kids were always out there whenever Licensee A was working. Resident 1 stated Licensee A and his/her kids usually stayed at the facility during the week and on the weekends, when other caregivers worked, is when they did not stay there. Resident 1 stated there was all kinds of chaos. The kids were always running around and waking up the residents early in the morning. On 07/31/2024 at approximately 12:15 PM, Surveyors interviewed Licensee A. Licensee A stated whenever s/he was working, his/her kids were with him/her. Licensee A stated his/her kids were 2 years old and 7 years old. Licensee A stated s/he worked Monday, Tuesday, and Wednesday that week. Licensee A stated s/he started at 8:00 PM on Monday night and worked till 8:00 AM on Thursday morning. Licensee A stated s/he and his/her kids slept in the living room. Surveyor asked Licensee A what s/he would do if a resident wanted to come out into the	M 276		

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M 276	Continued From page 2 living room to watch TV or visit with someone. Licensee A stated when s/he was working, residents would need to watch TV in their rooms or visit in the kitchen. Licensee A stated s/he was trying to hire more staff so s/he and his/her kids did not need to stay at the facility anymore.	M 276		
M 380	88.06(2)(a) ADMISSION-HEALTH EXAM Except as provided in subd. 2., the licensee shall ensure that a new resident of an adult family home receives a health examination by a physician to identify health problems and is screened for communicable disease, including tuberculosis. Screening for communicable disease may be provided by a physician, a registered nurse or a physician assistant. The health examination and screening shall take place within 90 days prior to admission to the home or within 7 days after admission. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 1 of 1 resident (Resident 1) reviewed received a health exam, including a screening for communicable disease, including tuberculosis (TB), within 90 days prior to admission or within 7 days after admission. Findings include: On 07/31/2024, Surveyors reviewed Resident 1's record, including his/her communicable disease screen. Resident 1 was admitted to the facility on	M 380		

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M 380	Continued From page 3 06/01/2024. Resident 1's record did not include evidence of a communicable disease screening, including a TB skin test. On 07/31/2024 at approximately 12:10 PM, Surveyors interviewed Licensee A. Licensee A reported s/he did not get a screening completed or TB skin test for Resident 1.	M 380		
M 404	88.06(3)(a) INDIVIDUAL SERVICE PLAN & ASSESSMENT The licensee shall ensure that a written assessment and individual service plan is completed and developed for each resident within 30 days after placement. This Rule is not met as evidenced by: Based on record review and interview, the licensee did not ensure a written assessment and individual service plan (ISP) was completed for 1 of 1 resident (Resident 1) within 30 days of placement. Findings include: On 07/31/2024, Surveyors reviewed Resident 1's record and identified the following: -Resident 1 was admitted to the facility on 06/01/2024. Resident 1's record did not contain a written assessment and ISP. On 07/31/2024 at approximately 12:10 PM, Surveyors interviewed Licensee A. Licensee A stated s/he did not complete a written	M 404		

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M 404	Continued From page 4 assessment and ISP for Resident 1.	M 404		
M 458	88.07(3)(a) PRESCRIPTION MEDICATIONS Every prescription medication shall be securely stored, shall remain in its original container as received from the pharmacy and be stored as specified by the pharmacist. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure all medications were securely stored. Resident 1's medication was not securely stored. Findings include: The facility is licensed to provide services for up to 4 residents who may be irreversible dementia/Alzheimer's, traumatic brain injury, physically disabled, advanced aged, alcohol/drug dependent, emotionally disturbed/mental illness, developmentally disabled and terminally ill. On 07/31/2024 at 12:00 PM, Surveyors observed a medium white medication bottle on Resident 1's nightstand which contained approximately 24 pills of exemestane 25 milligram (mg) tablets to be taken once daily.	M 458		

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M 458	Continued From page 5 On 07/31/2024, at approximately 12:00 PM, Surveyors interviewed Resident 1. Resident 1 explained s/he needed the medication for his/her cancer. Resident 1 stated Licensee A refused to lock his/her medication because s/he did not have a written order from his/her physician to administer the prescription medication. On 07/31/2024, Surveyors reviewed Resident 1's record. Resident 1 was admitted to the facility on 06/01/2024. The following was identified: - After visit summary, dated 06/14/2024, stated the following issues were addressed: Hypertension, unspecified type; Acute cerebrovascular accident (CVA); Depression, unspecified depression type; Diastasis of right scapholunate joint; Heart failure (HF), unspecified HF chronicity, unspecified heart failure type, and anemia, unspecified type. Medication list, dated 06/14/2024, listed exemestane 25 mg tablet once daily. - After visit summary, dated 07/11/2024, stated the following issues were addressed: Invasive ductal carcinoma of left breast, Stage 3; Encounter for venous access device care; and Adjustment and management of vascular access device. Medication list, dated 07/11/2024, listed exemestane 25 mg tablet once daily. On 07/31/2024, at approximately 12:10 PM, Surveyors interviewed Licensee A. Licensee A stated s/he administered all medications to Resident 1 except for the one s/he did not have an order in the home for. Licensee A stated s/he never seen the after visit summaries. Licensee A stated s/he was not working on the dates of the after visit summaries. Licensee A stated all s/he	M 458		

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M 458	Continued From page 6 could do was get the order to the pharmacy so they had it and the medications could be re-packaged.	M 458		