

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0015668	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 02/03/2026
NAME OF PROVIDER OR SUPPLIER LILLIANS HOUSE		STREET ADDRESS, CITY, STATE, ZIP CODE 3205 45TH STREET UPPER KENOSHA, WI 53140		
(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 02/03/2026, Surveyor conducted a standard survey and 1 complaint investigation. One deficiency was identified. One complaint was unsubstantiated. Census: 02	M 000		
M 570	88.10(3)(I) Safe Physical Environment Individuals, except for correctional residents, have basic rights which they do not lose when they enter an adult family home. A resident shall have a safe environment in which to live. The adult family home shall safeguard residents who cannot fully guard themselves from environmental hazards to which they are likely to be exposed, including conditions which would be hazardous to anyone and conditions which would be or are hazardous to a particular resident because of the resident's condition or disability. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure hot water was kept at a safe temperature for 1 of 1 bathroom. The water in the bathroom accessible to residents was measured at 123° Fahrenheit (F). Findings include: The facility was licensed on 05/26/2015 to provide services to residents with primary diagnoses of physical disabilities, irreversible dementia/Alzheimer's disease, developmental disabilities, alcohol/drug dependent, advanced age, and emotionally disturbed/mental illness.	M 570		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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M 570	Continued From page 1 On 02/03/2026 at 10:16 AM, Surveyor observed the hot water temperature in the bathroom. The temperature measured at 123° F. House Manager A provided Surveyor with the house thermometer and confirmed the water temperature was the same reading on both thermometers. On 02/03/2026, at approximately 11:56 AM, Surveyor interviewed House Manager A who confirmed the residents had independent access to the bathroom water and confirmed the water was "too hot." House Manager A reported s/he did not know why the water was measuring so hot. House Manager A reported s/he would tell the owner to turn down the water temperature. House Manager A confirmed s/he tested the water temperature monthly and did not know why it was registering so high. "Exposure to hot water is a potential environmental danger for residents. Elderly residents and residents with mental and physical disabilities may have neurological conditions that prevent instant recoil from hot water. Because these individuals do not instantly react to dangerous temperature levels, they are at particular risk for injury. Hot water can cause scalding, e.g., second and third degree burns in which the skin blisters and swells. In such instances, skin does not return to normal and forms scar tissue upon healing. These burns may lead to permanent disability." (DQA Publication-01942, Hot Water Temperatures in Adult Family Homes, August 2017.)	M 570		