STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0013025	A. BUILDING: _____ B. WING _____	C 01/18/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
RENAISSANCE WESTON	**4602 BARBICAN AVENUE WESTON, WI 54476**

(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
U 000	INITIAL COMMENTS On 01/16/2024, Surveyor conducted 2 complaint investigations and an abbreviated licensure survey at Renaissance Weston. Data was reviewed through 01/18/2024. One deficiency was identified. One complaint was substantiated. One complaint was unsubstantiated. Census: 80	U 000		
U 272	89.35(3) GRIEVANCES Written Summary. (3) The residential care apartment complex shall provide a written summary of the grievance, findings, conclusions and any action taken as a result of the grievance to the tenant, the tenant's designated representative, if any, and, for tenants whose services are funded under s. 46.277, Stats., the county department or aging unit designated to administer the medical assistance waiver. This Rule is not met as evidenced by: Based on record review and interview, the provider did not provide a written summary of the findings when a tenant's designated representative filed a grievance and did not follow its own grievance policy and procedure directing staff to put the steps taken in writing. This was discovered for 1 of 3 tenant grievances reviewed. Findings include:	U 272		

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

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U 272	Continued From page 1 On 12/06/2023, The department received a complaint alleging there was no investigation into a tenant's missing items. On 01/16/2024, Surveyor interviewed Administrator A at approximately 12:30 PM to request copies of the provider's investigations into tenant and family grievances regarding missing money, jewelry, and other personal items. Administrator A stated s/he was currently working on a missing pin/brooch belonging to Tenant 2 that was lost when Tenant 2's coat was mistakenly washed. Administrator A stated the provider had decided to replace the pin but was waiting for information about the monetary value of the pin. Administrator A stated this was being done because Tenant 2 had stated the pin had a lot of sentimental value. Administrator A stated his/her notes were all on 3 small notepad sheets and s/he had not written it up yet. Surveyor asked if there were any other incidents with missing jewelry. Administrator A stated s/he recalled another investigation about 1 ½ to 2 years ago when Tenant 3 was missing 3 necklaces. One was found and 2 were still missing. The tenant and family then placed a camera in Tenant 3's room to monitor the dresser drawer where s/he keeps his/her jewelry. The provider placed a new lock on the door. Surveyor asked about the missing jewelry of Tenant 1. Administrator A stated s/he needed to review some emails. After reading the emails, Administrator A stated the situation began on 07/07/2023 when s/he received an email from Tenant 1's Power of Attorney (POA) stating that Tenant 1 was missing a gold chain with a gold	U 272		

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crucifix and a gold piece with several diamonds. Tenant 1 was also missing a wedding ring. On the same day, Administrator A responded to the email that the room was searched, and nothing was found. Administrator A also indicated s/he would continue to investigate by interviewing staff and Tenant 1's family and friends to see if they had jewelry that did not belong to them. On 08/10/2023, there was another exchange of emails. Person B asked Administrator A what was discovered in the investigation and Administrator A responded by saying the entire building was searched and it could not be found.

Administrator A stated s/he recalled Tenant 1 had lost several items in the past but they were found later in peculiar spots. Administrator A stated the jewelry was discussed with Person C, a family member, and was told the jewelry was not found yet. Person C had also checked with a local hospital as Person C was unsure if the jewelry was first missing at the hospital prior to Tenant 1's discharge. Person C told Administrator A that jewelry was still missing but s/he would look through the boxes at Tenant 1's new home to try to locate it. Administrator A stated s/he had the caregiver staff look everywhere for the jewelry and housekeeping had searched the rooms of 4 other tenants that liked to wander into Tenant 1's room. Surveyor asked Administrator A if the steps taken in the investigation were documented. Administrator A stated s/he had not written out a summary of the situation and would do so if Surveyor needed him/her to write it out. Administrator A stated that all s/he had were the emails back and forth with Person B.

Administrator A stated there were staff still working today that had been employed at the time of the missing items and would remember what

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was done back then. Administrator A suggested Surveyor ask Caregiver D, Housekeeping Supervisor (HS) E, and Housekeeping Aide (HA) F, among others.

On 01/16/2024 at 1:50 PM, Surveyor interviewed Caregiver D about missing items in general and Tenant 1's jewelry. Caregiver D stated s/he remembered hearing about a purse missing and they just thought Tenant 1 was confused. The purse was found. Caregiver D stated no one asked him/her about jewelry and s/he did not remember taking part in any searches.

At 1:55 PM, Surveyor interviewed HS E about missing items in general and Tenant 1's jewelry. HS E stated s/he recalled Administrator A asking him/her to "keep an eye out" for the jewelry when they did the "clean out" or cleaned a resident's room. HS E indicated s/he did not partake in any searches. HS E stated that was all s/he could remember and the incident was in Administrator A's hands.

At approximately 2:00 PM, Surveyor interviewed HA F about missing items in general and Tenant 1's jewelry. HA F stated s/he recalled a purse missing and Tenant 1 having a lot of "stuff" in his/her room. HA F stated Administrator A mentioned the jewelry and housekeeping staff were in the rooms longer than usual. HA F stated Administrator A did the searches. HA F stated that during a "clean out," s/he always checked the vents to see if anything had fallen in.

On 1/17/24 at 2:00 PM, Surveyor reviewed the provider's policy and procedures titled "Grievances/Complaints - Filing." Procedure item number 8, "The resident, or person filing the grievance and/or complaint on behalf of the

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U 272	Continued From page 4 resident will be informed of the findings of the investigation and the actions that will be taken to correct any identified problems. The Administrator or designee shall provide a written summary of the grievance, findings, conclusions and any action taken as a result of the grievance to the tenant, the tenant's designated representative, if any, and, for tenants whose services are funded under s. 46.277, Stats., the county department on aging unit designated to administer the medical assistance waiver." The provider did not provide Tenant 1's POA, in writing, the findings (documented interviews with staff, family and friends, and searches). The provider emailed the POA that the investigation had included housekeeping staff looking through all the drawers and cupboards in the kitchen and the bathroom. The provider planned to interview the staff that worked with Tenant 1 and interview family and friends to see if they had jewelry that did not belong to them. These interviews were not documented. The provider later emailed the POA that the "entire building" and the" lost and found" was searched, but the jewelry was not found. There was no written documentation of the searches.	U 272		