STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0015802	A. BUILDING: _____ B. WING _____	R-C 06/21/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CREATIVE LIVING ENVIRONMENTS HAVEN BA	225 E BROWN DEER BAYSIDE, WI 53217

(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 On 06/21/2023, Surveyor completed a verification visit and 2 complaint investigations at Creative Living Environment Haven Bayside. As a result 5 of 6 deficiencies identified in Statement of Deficiency ECQJ12 were corrected. One deficiency was a repeat deficiency. The complaints were unsubstantiated. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee will be assessed. Census: 17	{N 000}		
{N 489}	83.44(2)(a) Rooms clean and free from odors. The CBRF shall keep all rooms clean and shall make reasonable attempts to keep all rooms free from odors. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure resident rooms, carpets, furniture, and hallways were clean, free from odors and maintained. Resident rooms, sitting area and hallway carpets contained stains. In areas the carpet was frayed, and the seams were separating. Hallways and resident rooms contained a strong urine like odor. Resident 7's and 8's furniture contained dried feces. Resident 5's room had dried feces on the windowsill and a urine like odor. This is a repeat deficiency. See Statement of Deficiency ECQJ12, dated 10/21/2022. Findings include: On 06/21/2023, between 9:20 AM and 11:30 AM, Surveyor toured the facility and observed the	{N 489}		

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

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{N 489}	Continued From page 1 following: Resident 7's room (accompanied by Regional Director of Operations (RDO) A): -Resident 7's mattress contained brown spots and smears consistent with feces (Photo 03). -The mattress contained a pungent urine like odor. There was no protective covering on the mattress. -The bedroom and bathroom contained a pungent urine like odor. -In the closet, the white flooring contained orange colored urine stain. Resident 5's room (accompanied by RDO A): -There was smeared brown substance consistent with feces on the windowsill (Photo 04). -The room contained a strong urine like odor. Resident 8's room (accompanied by RDO A): -Two chairs contained grapefruit sized, dried brown substances, consistent with feces, on the seats (Photos 05 and 06). -The floor contained scattered debris and crushed food pieces. -The carpet was darker in high traffic areas. Resident 9's room (accompanied by RDO A): -The bathroom floor, originally white, contained rust-colored stains. The base of the toilet was stained dark orange and had active leaking of liquid (Photos 08 and 09). Resident 10 -The carpet contained a dark squiggly line stain, approximately 3 feet long (Photo 10). -The carpet was darker in high traffic areas. North/Southeast Hallway: -There was a strong urine like odor near Resident 5's room.	{N 489}		

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{N 489}	Continued From page 2 -There were multiple, large stains on the carpet (Photo 11). -The carpet was darker in high traffic areas. Sitting Area: -The carpet was stained and was darker in high traffic areas (Photos 12 and 13). Building wide: -The carpet was frayed and seams splitting in high traffic areas near resident rooms, dining room and hallways (Photos 14, 15, and 16). On 06/21/2023, between 9:30 AM and 12:00 PM, Surveyor interviewed Caregiver B, Resident 10, and RDO A. Caregiver B confirmed Resident 7 and Resident 5 were incontinent and had a history of urinating in areas other than the bathroom. Resident 5 required staff assistance to manage the task; however, at times, Resident 5 attempted to clean her/himself up. Caregiver B reported the carpets were "steamed cleaned yesterday." Caregiver B reported the large stains in the north/southeast hall were from residents attempting to flush depends in the toilets which caused flooding. Caregiver B reported when Resident 8 would attempt to clean her/himself up after toileting accidents, s/he would sit on the chairs. Surveyor interviewed Resident 10 about the squiggly line stain on her/his floor. Resident 10 reported Resident 7 entered her/his room and when s/he was leaving, Resident 7 urinated on the floor. Surveyor interviewed RDO A regarding the observations. RDO A confirmed the need for ongoing cleaning and repairs at the facility. RDO A confirmed the carpet was recently shampooed	{N 489}		

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{N 489}	Continued From page 3 on 06/20/2023. RDO A questioned if the north/southeast hallway was cleaned. RDO A reported s/he had submitted requests for painting, repairs, and flooring replacement. RDO A reported the provider planned to replace the common area flooring and vacant rooms soon. RDO A reported the resident room flooring would be replaced as residents moved.	{N 489}		