STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019679	A. BUILDING: _____ B. WING _____	R-C 12/20/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
LINDENHEIGHTS WAUKESHA	427 N UNIVERSITY DR WAUKESHA, WI 53188

(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 12/13/2024 with information gathered through 12/20/2024, Surveyors conducted 1 verification visit and 3 complaint investigations at LindenHeights. Two deficiencies were identified. One of 2 deficiencies was a repeat violation. See Statement Of Deficiency (SOD) FDOI11 dated 04/26/2024 and SOD FDOI12 dated 08/23/2024. The 1 deficiency from SOD FDOI12 was not corrected. Two of 3 complaints were unsubstantiated. Under statutory provisions of Wis. Stat. ch. 50, a $200 revisit fee is being assessed. Census: 50	{U 000}		
U 117	89.23(2)(a)2.b SERVICES SUFFICIENT SERVICES. Minimum required services. A residential care apartment complex shall have the capacity to provide all of the following services to all tenants, either directly or under contract: b. Personal services: daily assistance with all activities of daily living which include dressing, eating, bathing, grooming, toileting, transferring and ambulation or mobility.	U 117		

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

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This Rule is not met as evidenced by:
Based on record review and interview, the provider did not ensure sufficient services were provided to meet tenant's personal care needs.

From 11/07/2024 at 5:12 PM to 11/08/2024 at 12:49 PM, call light pendants were activated by 11 tenants a total of 17 times with 6 of the 17-call pendant wait times less than 20 minutes and 11 exceeding 20 minutes. Of the 11 activations/call wait times exceeding 20-minute wait times: 3 were 20 minutes to 1 hour; 2 were 1 to 2 hours; 3 were 3 to 4 hours; 1 was 4 to 5 hours; 1 was greater than 5 hours; and 1 was greater than 13 hours.

On 11/08/2024, Tenant 8, who required assistance with oxygen equipment, experienced 2 call light wait times exceeding 1 hour.

On 11/08/2024, Tenant 9, who had a diagnosis of anxiety and Alzheimer's disease and was observed in the hallway multiple times incontinent of bowel movement (BM) and requesting help, experienced a call light wait time exceeding 13 hours.

Findings include:

On 11/08/2024, the Department received a complaint regarding personal cares.

On 12/13/2024, Surveyors reviewed Incident List (call pendant log). Call pendant wait times exceeding 20 minutes:
Example 1- Tenant 8:

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U 117	Continued From page 2 11/07/2024- 5:12:27 PM - 5:45:08; 32 minutes, 41 seconds 11/08/2024- 8:53 AM-10:38:41; 1 hour, 45 minutes, 40 seconds 11/08/2024- 11:28:24 AM-12:44:26 PM; 1 hour 16 minutes, 1 second Example 2- Tenant 9: 11/08/2024- 12:02:08 AM-1:42:56 PM; 13 hours, 20 minutes, 47 seconds Example 3- Tenant 10: 11/07/2024- 9:34:35 PM- 10:15:20 PM; 40 minutes, 55 seconds Example 4- Tenant 11: 11/08/2024- 7:38:01 AM- 12:09:38 PM; 4 hours, 31 minutes, 36 seconds Example 5- Tenant 12: 11/08/2024- 10:48:22 AM - 2:12:16 PM; 3 hours, 23 minutes, 54 seconds Example 6- Tenant 13: 11/08/2024- 9:14:58 AM- 12:17:31 PM; 3 hours, 2 minutes, 33 seconds Example 7- Tenant 14: 11/08/2024- 7:27:10 AM- 11:09:12; 3 hours, 42 minutes, 2 seconds Example 8- Tenant 15: 11/08/2024 8:30:01 AM - 1:38:36 PM; 5 hours, 38 minutes, 35 seconds. On 12/13/2024 and 12/19/2024, Surveyors reviewed Tenant 8's and Tenant 9's records. Example 1- Tenant 8 On 12/13/2024, Surveyor reviewed Tenant 8's	U 117		

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U 117	Continued From page 3	U 117		

record. S/he was admitted 04/15/2016.
Residency And Service Agreement was dated 10/2023:
Exhibit A "Basic Services" stated,
"8 ...Personal Care and Supportive Services
Level 1:
24-hour staff support
Basic dressing/grooming assistance
Weekly shower assistance
Assistance in arranging medical appointments
Level 2:
Includes Level 1 services, plus any of the following:
Additional assistance with dressing/grooming
Cueing and re-direction for memory loss or cognitive impairment
Oxygen and/or inhaler management.
Level 3:
Includes Level 1 and 2 services, plus any of the following:
Full incontinence support
Advanced assistance with dressing and sink-side hygiene
Stand-by and/or 1 person transfer assist ...
9. Emergency Call System: The Facility has an emergency call system. If Resident activates the call system, Facility staff will respond and, if appropriate, 911 will be called ..."

Exhibit B Level of Care Determination/Fee of Tenant 8's service agreement was updated 12/01/2023 and 07/12/2024. On 07/12/2024 Exhibit B identified Tenant 8's personal care needs were a level 3.

Exhibit D: Risk agreement dated 10/30/2023 stated " ...Situation, condition or course of action that may be taken by Resident which could put Resident at risk of harm or injury and possible consequences of such actions. (Check all that

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apply): ...[checkmark] Resident accepts responsibility for wearing the provided emergency call pendant at all times ..."
Exhibit D: Risk agreement dated 07/15/2024 stated " ...Situation, condition or course of action that may be taken by Resident which could put Resident at risk of harm or injury and possible consequences of such actions. (Check all that apply): ..." No area(s) of risk were checked.

Example 2- Tenant 9
On 12/19/2024 at 2:27 PM, Surveyors received Tenant 9's record via email from Admissions D. Tenant 9 was admitted 11/07/2022 and discharged 12/01/2024 to the facilities attached community based residential facility (CBRF) memory care unit.
Diagnoses included anxiety disorder, unspecified and Alzheimer's disease with early onset. His/her Power of Attorney for Health document was activated 12/20/2022.

Individual Service Plan (ISP) (not dated or signed):

In the area of DRESSING/UNDRESSING:
" ...Will be dressed appropriately with assistance ...Needs minimal physical assistance (i.e. tying shoes, obtaining clothes from closet, putting on coat). However, needs Cues [sic] to understand the next step. For ex: 1. raise underwear 2. raise pants...Date Initiated: 09/21/2023
Revision on: 08/17/2024 ..."

In the area of GROOMING/ORAL HYGIENE:
" ...Will be able to maintain appropriate grooming and hygiene with assistance ...Grooms self adequately with minimal supervision x1 for cuing. Date Initiated: 10/17/2023 Revision on:

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U 117	Continued From page 5 08/28/2024.." In the area of BATHING: " ...Will be able to meet bathing needs with assistance ...Assistance required X1 for cuing and safety. Date Initiated: 10/17/2023 Revision on: 08/28/2024 ..." In the area of TOILETING: "Will maintain independence for Toileting ...Requires increased supervision for toileting and cues to use the facilities correctly. For Ex: 1. Lower pants 2. lower under ware [sic] 3. Sit over here on the toilet...Date Initiated: 08/15/2024 Revision on: 08/17/2024 ..." In the area of BEHAVIORS: "Will be able to identify factors/interventions that help to prevent/minimize inappropriate behaviors ...Resident can become anxious. Staff to reassure resident PRN Date Initiated: 08/28/2024 Revision on: 08/28/2024 ..." In the area of COGNITION "Will be supported to make appropriate decisions about their care and environment ...Demonstrates inappropriate judgment related to safety ...Has disorientation or difficulty recalling /retaining information. Needs cueing. Date Initiated: 08/28/2024 ..." Tenant 9's Residency and Service Agreement was signed and dated 10/23/2023: Exhibit A "Basic Services" stated, "8 ...Personal Care and Supportive Services Level 1: 24-hour staff support Basic dressing/grooming assistance Weekly shower assistance Assistance in arranging medical appointments Level 2: Includes Level 1 services, plus any of the following:	U 117		

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Additional assistance with dressing/grooming
Cueing and re-direction for memory loss or cognitive impairment
Oxygen and/or inhaler management.
Level 3:
Includes Level 1 and 2 services, plus any of the following:
Full incontinence support
Advanced assistance with dressing and sink-side hygiene
Stand-by and/or 1 person transfer assist ...
9. Emergency Call System: The Facility has an emergency call system. If Resident activates the call system, Facility staff will respond and, if appropriate, 911 will be called ..."

Exhibit B: Level of Care Determination/Fee dated 10/23/2023 identified Tenant 9's personal care needs were a level 2.

Exhibit D: Risk agreement dated 10/23/2023 stated "Situation, condition or course of action that may be taken by Resident which could put Resident at risk of harm or injury and possible consequences of such actions. (Check all that apply): ...[checkmark] Resident accepts responsibility for wearing the provided emergency call pendant at all times ..."

On 12/17/2024 at 2:49 PM, Surveyor interviewed Private Case Manager (PCM) G who stated on 11/08/2024 s/he was at facility assisting Tenant 16 move out. PCM-G stated Tenant 9 lived across the hall from Tenant 16. PCM-G stated at approximately 8:30 AM s/he witnessed Tenant 9 in the hallway incontinent of BM that was running down his/her legs and Tenant 9 requested assistance with the incontinence from PCM-G. PCM-G stated from approximately 8:30 AM to approximately 11:45 AM, s/he observed Tenant 9

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in the hallway multiple times incontinent of BM requesting assistance. PCM-G stated s/he requested assistance for Tenant 9 and was told by the medication passer s/he could not assist Tenant 9.

On 12/20/2024 at 12:38 PM, Surveyor interviewed Tenant 8 who stated s/he used oxygen and staff did not want him/her to walk alone. Tenant 8 stated staff switched his/her oxygen from the concentrator to the portable tank that was attached to his/her walker when/s/he went to the dining room. Tenant 8 stated call pendant wait times were usually 20-30 minutes.

On 12/20/2024, Surveyors discussed long call light wait times with Executive Director E and Nurse Consultant C. Executive Director E stated Tenant 9 was incontinent every day and staff consistently assisted him/her with it. Executive Director E stated Tenant 9 would start eliminating before s/he was seated on the toilet, probably due to his/her poor cognition. Executive Director E stated s/he reviewed the call light wait times provided to Surveyors on 12/13/2024 but was unable to pinpoint a specific reason they were so long. Executive Director E stated they did not monitor call light wait times as a whole but did investigate them when there was a complaint.
On 12/13/2024, Surveyor reviewed the staff schedule for 11/08/2024. The staff documented as working the morning shift on 11/08/2024 were Caregiver H, Caregiver I, and Caregiver J. Caregiver I started his/her shift on 11/07/2024 at 9:49 PM, and ended his/her shift on 11/08/2024 at 9:29 AM. Caregiver J started his/her shift on 11/08/2024 at 8:15 AM, and ended his/her shift on 11/08/2024 at 2:06 PM. Caregiver H started his/her shift on 11/08/2024 at 8:26 AM, and ended his/her shift on 11/08/2024 at 2:06 PM.

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U 117	Continued From page 8 On 12/19/2024 at 2:38 PM, Surveyor interviewed Caregiver H. Caregiver H stated s/he was called into work the morning of 11/08/2024. Caregiver H stated there had been a call-in and so s/he didn't get to start the shift at his/her usual time. Caregiver H stated s/he arrived to facility at approximately 7:45 AM, and was assigned to the second floor. Caregiver H stated Tenant 9 lived on the first floor. Tenant 9 stated at approximately 10:30 AM s/he was on passing through the first floor when a care manager approached him/her. Caregiver H stated s/he stated this care manager was helping Tenant 16 move-out of the facility. Caregiver H stated this case manager stated s/he had seen Tenant 9 walking around the hallway while incontinent of bowel movement. Caregiver H stated s/he found Tenant 9 in his/her room. Caregiver H stated Tenant 9 had been incontinent of bowel movement and the fecal matter had become 'tacky' consistency on Tenant 9's skin. Caregiver H stated s/he had given Tenant 9 a full shower and clothing change. Caregiver H stated s/he did not observed signs of skin breakdown on Tenant 9's skin during shower. On 12/20/2024, Surveyors discussed long call light wait times with Executive Director E and Nurse Consultant C. Executive Director E stated Tenant 9 was incontinent every day and staff consistently assisted him/her with it. Executive Director E stated Tenant 9 would start eliminating before s/he was seated on the toilet, probably due to his/her poor cognition. Executive Director E stated s/he reviewed the call light wait times provided to Surveyors on 12/13/2024 but was unable to pinpoint a specific reason they were so long. Executive Director E stated they did not monitor call light wait times as a whole but did investigate them when there was a complaint	U 117		

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U 117	Continued From page 9 regarding personal care. Cross Reference: N0172 DHS 89.27(1) Service Agreement	U 117		
U 172	89.27(1) SERVICE AGREEMENT REQUIREMENT. A residential care apartment complex shall enter into a mutually agreed-upon written service agreement with each of its tenants consistent with the comprehensive assessment under s. DHS 89.26. This Rule is not met as evidenced by: Based on record review and interview, the provider did not enter into a mutually agreed-upon written service agreement with each of its tenants after a change of ownership (CHOW) was finalized on 12/01/2023. Mutually agreed-upon written service agreements were not signed at the time the CHOW was finalized on 12/01/2023 with 7 of 7 tenants reviewed who were admitted prior to 12/01/2023. This is a repeat deficiency. See Statement Of Deficiency (SOD) FDOI11 dated 04/26/2024 and SOD FDOI12 dated 08/23/2024. . Findings include: On 12/13/2024, Surveyor reviewed the Department's records. On 12/01/2023, the Department issued a Residential Care Apartment Complex certification for LindenHeights Waukesha after a CHOW from former licensee (LindenGrove, Inc) to current licensee (LindenGrove Communities LLC) was finalized.	U 172		

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U 172	Continued From page 10 On 12/13/2024, Surveyor reviewed tenant records of Tenant 2, Tenant 3, Tenant 4, and Tenant 5, Tenant 6, Tenant 7 and Tenant 8. Example 1- Tenant 2 Tenant 2 was admitted 10/07/2017. Tenant 2's RESIDENCY AND SERVICES AGREEMENT signed and dated 09/07/2017 stated "THIS RESIDENCY AND SERVICES AGREEMENT ("Agreement") is made and entered into this 7th day of September 2017 by and between LindenGrove Inc., a non [sic]-for-profit Wisconsin corporation, d/b/a Linden Heights (hereinafter "Facility") and [Tenant 2] ..." Example 2- Tenant 3 Tenant 3 was admitted 07/30/2020. Tenant 3's Residency And Services Agreement stated "THIS RESIDENCY AND SERVICES AGREEMENT ("Agreement") is made and entered into this 30 [sic] day of July, 2020 by and between LindenGrove, INC., a not-for-profit Wisconsin corporation, (hereinafter "Facility") and [Tenant 3] (hereinafter "Resident") for Resident's admission to the following LindenGrove assisted living apartment community: The Heights at LindenGrove Communities in Waukesha ..." Example 3- Tenant 4 Tenant 4 was admitted 08/30/2021. Tenant 4's Residency And Services Agreement stated "THIS RESIDENCY AND SERVICES AGREEMENT ("Agreement") is made and entered into this 30 [sic] day of August, 2021 by and between LindenGrove, INC., a not-for-profit	U 172		

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Wisconsin corporation, (hereinafter "Facility") and [Tenant 4] (hereinafter "Resident") for Resident's admission to the following LindenGrove assisted living apartment community: The Heights at LindenGrove Communities in Waukesha ..."

Example 4- Tenant 5
Tenant 5 was admitted 10/09/2023.

Tenant 5's Residency And Services Agreement stated "THIS RESIDENCY AND SERVICES AGREEMENT ("Agreement") is made and entered into this 9 [sic] day of October, 2023 by and between LindenGrove, INC., a not-for-profit Wisconsin corporation, (hereinafter "Facility") and [Tenant 5] (hereinafter "Resident") for Resident's admission to the following LindenGrove assisted living apartment community: The Heights at LindenGrove Communities in Waukesha ..."

Example 5- Tenant 6
Tenant 6 was admitted 10/02/2023.

Tenant 6's Residency And Service Agreement stated "THIS RESIDENCY AND SERVICES AGREEMENT ("Agreement") is made and entered into this 30 [sic] day of October, 2023 by and between [Tenant 6] [sic] (hereinafter "Facility") and LindenHeights, Residential Care Apartment Complex (RCAC) [sic] (hereinafter "Resident") for Resident's admission ..."

Example 6- Tenant 7
Tenant 7 was admitted 03/02/2020.

Tenant 7's Residency And Service Agreement stated "THIS RESIDENCY AND SERVICES AGREEMENT ("Agreement") is made and entered into this 30 [sic] day of October, 2023 by and between [Tenant 7] [sic] (hereinafter

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"Facility") and LindenHeights, Residential Care Apartment Complex (RCAC) [sic] (hereinafter "Resident") for Resident's admission ..."

Example 7- Tenant 8
Tenant 8 was admitted 04/15/2016.
Tenant 8's Residency And Service Agreement stated "THIS RESIDENCY AND SERVICES AGREEMENT ("Agreement") is made and entered into this 30 [sic] day of October, 2023 by and between [Tenant 8] [sic] (hereinafter "Facility") and LindenHeights, Residential Care Apartment Complex (RCAC) [sic] (hereinafter "Resident") for Resident's admission ..."

Example 8- Tenant 9
On 12/19/2024 at 2:27 PM, Surveyors received Tenant 9's record via email from Admissions D.
Tenant 9 was admitted 11/07/2022 and discharged 12/01/2024

Tenant 9's Residency And Service Agreement stated "THIS RESIDENCY AND SERVICES AGREEMENT ("Agreement") is made and entered into this 23 [sic] day of October, 2023 by and between [Tenant 9] [sic] (hereinafter "Facility") and LindenHeights, Residential Care Apartment Complex (RCAC) [sic] (hereinafter "Resident") for Resident's admission ..."

On 12/13/2024 at 1:50 PM, Surveyor interviewed Admissions D who stated admission agreements were not redone after the CHOW. Admissions D stated admission agreements were redone with some residents in October 2023 due to rate changes. Admissions D stated at the time of the CHOW they were not notified of new agreements.

On 12/13/2024 at 2:56 PM, Surveyors discussed concern of new admission agreements not

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019679	A. BUILDING: _____ B. WING _____	R-C 12/20/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
LINDENHEIGHTS WAUKESHA	427 N UNIVERSITY DR WAUKESHA, WI 53188

(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 172	Continued From page 13 completed at the time of CHOW in December 2023 with Admissions D, Executive Director E and Nurse Supervisor F. Admissions D stated completing new admission agreements was not a priority at the time. Cross Reference: N0117 DHS 89.23(2)(a)2.b Services	U 172		