STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0013430	A. BUILDING: _____ B. WING _____	R-C 10/03/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
OUR HOUSE EAU CLAIRE MEMORY CARE	733 W HAMILTON AVE EAU CLAIRE, WI 54701

(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 10/03/2024, Surveyor conducted a verification visit and complaint investigation at Our House Eau Claire Memory Care. The complaint was unsubstantiated. One deficiency was identified. This was a repeat deficiency. See Statement of Deficiency (SOD) G47611, dated 02/21/2024. Under statutory provisions of Wis. Stat. ch. 50, a $200 revisit fee is being assessed. Census: 13	{N 000}		
{N 617}	83.55(6)(b) Bath and toilet areas: water temperature The CBRF shall set the temperature of all water heaters connected to sinks, showers and tubs used by residents at a temperature of at least 140°F. The temperature of water at fixtures used by residents shall be automatically regulated by valves and may not exceed 115°F, except for CBRFs serving residents recovering from alcohol or drug dependency or clients of a government correctional agency. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure the hot water temperature at fixtures used by residents did not exceed 115 ° Fahrenheit (F). This had the potential to affect all the residents. This was a repeat deficiency. See Statement of Deficiency (SOD) G47611, dated 02/21/2024.	{N 617}		

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

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{N 617}	Continued From page 1 Findings include: The provider is licensed to care for 20 residents in the client groups of advanced aged and irreversible dementia/Alzheimer's disease. 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.) Sustained contact with dangerously hot water can result in second and third degree burns according to the following thresholds: 110 degrees F is 13 minutes, 120 degrees F is 10 minutes, 127 degrees F is 1 minute, And 130 degrees F is 30 seconds. On 10/03/2024, at approximately 9:15 AM, Surveyor measured the water temperature in the following areas: A shared resident bathroom with a walk-in shower. The temperature at the sink faucet was 132.0 degrees Fahrenheit.	{N 617}		

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{N 617}	Continued From page 2 A shared resident bathroom with a whirlpool bathtub. The temperature at the sink faucet was 132.3 degrees Fahrenheit. Resident 4's bathroom. The temperature at the sink faucet was 132.6 degrees Fahrenheit. On 10/03/2024 at approximately 9:48 AM, Surveyor interviewed Director A, Team Lead B, and Regional Director (RD) C about water temperature findings. Director A stated they had a plumber come out in February to fix water temperature valve. Team Lead B stated they had been completing water temperature checks, but thought they were probably not letting the water run long enough. Director A stated they would call the plumber again and have them come and readjust the water temperatures.	{N 617}		