STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019614	A. BUILDING: _____ B. WING _____	02/26/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
STRATHMORE FACILITY	6200 STRATHMORE LN MADISON, WI 53711

(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 02/26/2026, Surveyor conducted a standard licensure survey at Strathmore Facility. Two deficiencies were identified. Census: 3	M 000		
M 424	88.06(3)(f) REVIEW OF ISP The individual service plan shall be reviewed at least once every 6 months by the licensee, the resident or the resident's guardian, the service coordinator, if any, the designated representative, if any, the placing agency with the resident participating in a manner appropriate for the resident's level of understanding and method of communication. This review is to determine continued appropriateness of the plan and to update the plan as necessary. A plan shall be updated, in writing, whenever the resident's needs or preferences change substantially or when requested by the resident or the resident's guardian. This Rule is not met as evidenced by: Based on observation, interview, and record review, the provider did not update 1 of 1 resident's (Resident 1) individual service plan (ISP) regarding [his/her]/her behaviors. Resident 1 refused to utilize soap or shampoo when bathing and often refused to wear clean clothing, which was not documented in his/her ISP.	M 424		

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

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M 424	Continued From page 1 Findings include: On 02/26/2026, at approximately 3:40 PM, Surveyor toured the home and observed Resident 2 with a visitor in his/her room. Surveyor noted that Resident 2's hair did not appear it had been washed recently. On 02/26/2026, Surveyor reviewed Resident 2's record. Resident 2 moved into the home, 05/31/2024, with diagnoses including intellectual disabilities. Resident 2's ISP, dated 02/03/2026, documented: "Activities of Daily Living: Bathing - reminders; Hair Care - reminders; Dressing - reminders." On 02/26/2026, at approximately 5:00 PM, Surveyor interviewed Licensee A and Manager B. Surveyor asked for clarification on why Resident 2 had the appearance that s/he had not washed his/her hair recently. Licensee A and Manager B explained that Resident 2 would bathe often but would not utilize soap or shampoo and that was a behavior that staff were working on with Resident 2. Licensee A also stated that Resident 2 did not want to use deodorant or to wear clean clothes. Surveyor reviewed Resident 2's ISP with Licensee A and Manager B and stated the ISP did not document that there were any behaviors that could affect Resident 2's wellbeing. Manager B stated s/he would review all resident ISPs to ensure behaviors that could negatively impact a resident's care were identified and guidelines for staff were identified.	M 424		

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M 462	Continued From page 2	M 462		
M 462	88.07(3)(c) MEDICATION ASSISTANCE If the licensee or service provider assists a resident with prescription medication, the licensee or service provider shall help the resident securely store the medication, take the correct dosage at the correct time and communicate effectively with his or her physician. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 1 of 1 resident's (Resident 1) physician was notified in a timely manner when a medication (amoxicillin/clavulanate - a prescription antibiotic combination used to treat various bacterial infections, including sinusitis, pneumonia, ear infections, bronchitis, and skin or urinary tract infections.) was refused. Findings include: On 02/26/2026, Surveyor reviewed Resident 1's record. Resident 1 moved into the home 10/25/2023. Resident 1's Medication Administration Record (MAR), dated 02/01/2026 to 02/26/2026, documented: "Amoxicillin / Clav (clavulanate) - 125 MG (milligram) Tab (tablet) - 02/07-02/16/2026 - Take 1 tablet by mouth twice daily with meals for 10 days. Scheduled at 8:00 AM and 5:00 PM."	M 462		

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M 462	Continued From page 3	M 462		

The MAR documented:
October MAR documented the following:
02/07 8:00 PM - Administered
02/08 8:00 AM and 8:00 PM - Administered
02/09 8:00 AM and 8:00 PM - Administered
02/10 8:00 AM and 8:00 PM - Refused
02/11 8:00 AM - Refused
02/11 8:00 PM - Blank
02/12 8:00 AM and 8:00 PM - Administered
02/13 8:00 AM to 02/16 8:00 PM - Refused

On 02/26/2026, at approximately 4:30 PM, Surveyor reviewed Resident 1's MAR with Licensee A, Manager B and Caregiver C. Surveyor explained that the MAR documented that Resident 1 only received 7 of 20 doses of his/her Amoxicillin. Caregiver C stated that Resident 1 decided s/he did not want to take the medication due to the pills being too large to swallow. Caregiver C stated, "I contacted [Resident 1's] physician but they said [s/he] had to go to the emergency room to get a new prescription, and [s/he] didn't want to go. I tried cutting the pill in half but [s/he] still refused." Surveyor asked if the provider had documentation representing Resident 1's physician had been contacted regarding the refusal of his/her amoxicillin. Licensee A reviewed Resident 1's observation notes which only documented one entry for the month of February, and it was not in reference to his/her refusal of the amoxicillin. Surveyor asked Caregiver C if s/he had documented the steps s/he took regarding Resident 1 refusing his/her amoxicillin. Caregiver C stated s/he did not document the conversations, and s/he did not receive any documentation outlining the request for a new medication to replace the amoxicillin. Licensee A and Manager B stated they would ensure detailed notes were documented in a resident's file

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M 462	Continued From page 4 regarding medical discussions.	M 462		