STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0016730	A. BUILDING: _____ B. WING _____	C 08/29/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CASTLE MANOR LLC	**2271 WEST LAYTON AVE MILWAUKEE, WI 53221**

(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 08/29/2023, Surveyor completed a complaint investigation at Castle Manor LLC. As a result, 1 deficient practice was identified. One complaint was substantiated. Census: 3	M 000		
M 610	88.11(1) REPORTING OF ABUSE AND NEGLECT A licensee or service provider who knows or has reasonable cause to suspect that a resident has been abused or neglected as defined in s. 46.90 or 940.285, Stats., shall immediately contact the licensing agency. Providing notice under this subsection does not relieve the licensee or other person of the obligation to report an incident to law enforcement authorities. If the licensee has reason to believe a crime has been committed, the incident shall immediately be reported to law enforcement authorities. This Rule is not met as evidenced by: Based on record review and interview, the provider did not report material abuse to the Department for 1 of 1 incident. Resident 1 had a money order stolen in the amount of $955. Findings include: On 05/23/2023, the department received a	M 610		

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

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M 610	Continued From page 1	M 610		

complaint alleging material abuse of a resident who resided at the facility was not reported or investigated.

On 08/09/2023, at 9:30 AM, Surveyor reviewed Resident 1's record. Resident 1 was admitted on 11/28/2021, with diagnoses including emphysema, depression, spinal stenosis, and neuromuscular weakness. Resident 1 was her/his own decision maker. Resident 1's individual service plan (ISP), dated 11/28/2021, reported Resident 1 was independent with handling her/his finances.

On 08/09/2023, at 11:15 AM, Surveyor reviewed 2 police call log reports and identified the following:
-On 06/06/2022, at 9:44 AM, Milwaukee Police Department received a call from Resident 1 and Former Caregiver B reporting a money order was stolen from Resident 1's room. The report stated, "Caller stated that money order may have been thrown out. Per [United States Postal Service (USPS)] website, money order has not yet entered inquiry system. Advised by USPS staff to check in 1-2 days for updated info [sic]. Advised caller to call back if money order was cashed."
-On 08/13/2022, at 9:09 AM, Milwaukee Police Department received a call from Resident 1. The report stated, "Caller reporting that a money order was stolen from his/her home on June 6, 2022 ....sts (states) a sqd [sic] responded at that time and on June 7, 2022, the money order was cashed ...Caller sts s/he just received notice from the post office."

On 08/15/2023, at 11:53 AM, Surveyor emailed Licensee A and requested any investigation documentation regarding the missing money order. Licensee A reported they had never

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M 610	Continued From page 2 received a police report from the police department. On 08/29/2023, at 11:00 AM, Surveyor interviewed Licensee A. Licensee A confirmed Resident 1 reported a missing money order. Licensee A confirmed the police department was contacted regarding the missing money order. Licensee A reported the police department refused to fill out a report due to conflicting reports from Resident 1. Surveyor inquired if the provider investigated the incident, and Licensee A stated, "I asked some people some questions." Licensee A reported s/he was under the impression the police department arrested Former Caregiver C for other charges and the police department thought Former Caregiver C could have been involved in the theft of Resident 1's money order. Licensee A reported the provider made several attempts to get a report from the police department. Licensee A reported Former Caregiver C only worked 2 days, June 3rd, and June 5th, and did not return to work. Licensee A reported Resident 1 reported the missing money order the next day. When Surveyor inquired if Licensee A reported Former Caregiver C to the department, Licensee A reported s/he did not report the incident or Former Caregiver C to the department due to not being able to prove Former Caregiver C took the money order. Licensee A reported s/he was not going to ruin someone's life, due to Resident 1 always "throwing around accusations." Licensee A reported s/he was unsure if a money order existed. Licensee A confirmed Resident 1 was responsible for her/his own finances.	M 610		