STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0011573	A. BUILDING: _____ B. WING _____	C 01/08/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HEARTSONG ASSISTED LIVING	415 EAST AVENUE BELLEVILLE, WI 53508

(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 01/08/2024, Surveyor conducted a complaint investigation at Heartsong Assisted Living, a CBRF in Belleville. One deficiency was identified. The complaint was substantiated. Census: 16	N 000		
N 425	83.38(1)(a) Personal care. As appropriate, the CBRF shall teach residents the necessary skills to achieve and maintain the resident's highest level of functioning. In addition to the assessed needs as determined under s. DHS 83.35(1), the CBRF shall provide or arrange services adequate to meet the needs of the residents in all of the following areas: Personal care. Personal care services shall be designed and provided to allow a resident to increase or maintain independence. This Rule is not met as evidenced by: On 01/08/2024, Surveyor conducted a complaint investigation alleging residents did not receive personal care assistance as needed. On 01/08/2024 at approximately 9:45 a.m., Surveyor interviewed Caregiver B regarding resident showers. Caregiver B stated s/he most days s/he was able to provide assistance with	N 425		

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

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N 425	Continued From page 1	N 425		

showers as scheduled, but there was an occurrence approximately 3 weeks ago that s/he was unable to give a shower due to staffing. Caregiver B stated there was another occurrence approximately 1 month ago when s/he provided 3 residents, who were not scheduled for a shower, assistance with a shower because the residents reported their scheduled shower had not occurred.

On 01/08/2024, Surveyor interviewed residents and reviewed resident records, which identified the following concerns:

Example 1 - Resident 1:

On 01/08/2024 at approximately 8:50 a.m., Surveyor interviewed Resident 1. Resident 1 stated s/he did not always receive a shower weekly as s/he should. Resident 1 stated Saturday evenings were his/her day for a shower, but "No one wants to work." Resident 1 stated the facility was usually short-staffed, so s/he had gone 9 to 10 days without a shower.

On 01/08/2024 at approximately 10:20 a.m., Surveyor reviewed Resident 1's record. Resident 1 admitted to the provider's facility on 07/18/2022. Resident 1's individual service plan (ISP), dated 10/15/2023, stated Resident 1 required assistance with bathing. The facility's shower schedule indicated Resident 1's shower day was Saturday evenings. The facility's shower log, dated 12/10/2023 to 01/08/2024, documented Resident 1 received shower assistance on 12/10/2023 and 12/23/2023.

On 01/08/2024 at approximately 11:00 a.m., Surveyor reviewed concern with Lead Caregiver A that Resident 1 did not receive his/her weekly

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N 425	Continued From page 2	N 425		

showers as indicated on his/her ISP. Lead Caregiver A stated that was the first s/he had heard Resident 1's showers were a concern.

Example 2 - Resident 2:

On 01/08/2024 at approximately 9:05 a.m., Surveyor interviewed Resident 2. Resident 2 stated s/he had not had a shower in 2 weeks.

On 01/08/2024 at approximately 10:20 a.m., Surveyor reviewed Resident 2's record. Resident 2 was admitted to the provider's facility on 10/04/2023. Resident 2's ISP, dated 10/15/2023, stated s/he required total assistance with bathing. The facility's shower schedule indicated Resident 2's shower days were Friday and Monday mornings. The facility's shower log, dated 12/10/2023 to 01/08/2024, documented Resident 2 received a shower assistance on 12/19/2023 and 12/22/2023.

On 01/08/2024 at approximately 11:00 a.m., Surveyor shared concern with Lead Caregiver A that Resident 2 did not receive shower assistance 2 times weekly as indicated on his/her ISP. Lead Caregiver A replied, "[S/he] is used to getting what [s/he] wants when [s/he] wants. [S/he] does get showers on a regular basis. I will look into the documentation."

Example 3 - Resident 3

On 01/08/2024 at approximately 9:10 a.m., Surveyor interviewed Resident 3. Resident 3 stated s/he had gone greater than 1 week without a shower.

On 01/08/2024 at approximately 10:20 a.m., Surveyor reviewed Resident 3's record. Resident

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N 425	Continued From page 3	N 425		

3 was admitted to the provider's facility on 11/13/2023. Resident 3's ISP, dated 11/21/2023, indicated s/he required total assistance with bathing. The facility's shower schedule indicated Resident 3's shower days were Tuesday and Saturday evening. The facility's shower log, dated 12/17/2023 to 01/08/2024, documented Resident 3 received assistance with showers on 12/15/2023, 12/18/2023, 12/23/2023 and 12/26/2023.

On 01/08/2024 at approximately 11:00 a.m., Surveyor shared concern with Lead Caregiver A that Resident 3 did not receive shower assistance 2 times weekly as indicated on his/her ISP. Lead Caregiver A replied, "I'm not sure about that."

Example 4 - Resident 4:

On 01/08/2024 at approximately 9:10 a.m., Surveyor interviewed Resident 4. Resident 4 stated s/he had gone greater than 1 week without a shower. Resident 4 stated sometimes caregivers would tell him/her they would squeeze him/her in on the shower schedule for the next day when a shower was missed, but it wouldn't happen. Resident 4 stated it made him/her feel awful to miss showers.

On 01/08/2024 at approximately 10:20 a.m., Surveyor reviewed Resident 4's record. Resident 4 was admitted to the provider's facility on 11/13/2023. Resident 4's ISP, not dated, indicated s/he required total assistance with bathing. The facility's shower schedule indicated Resident 4's shower days were Tuesday and Friday mornings. The facility's shower log, dated 12/17/2023 to 01/08/2024, documented Resident 4 received assistance with showers on 12/15/2023 and 12/20/2023. The log documented

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N 425	Continued From page 4 Resident 4 refused a shower on 12/24/2023. On 01/08/2024 at approximately 11:00 a.m., Surveyor shared concern with Lead Caregiver A that Resident 4 did not receive shower assistance 2 times weekly as indicated on his/her ISP. Lead Caregiver A replied, "[Resident 4] refuses showers left and right. [S/he] either can't stand, doesn't want [gender] staff to help [him/her] or is too tired." Lead Caregiver A stated s/he would talk with staff about documenting refusals.	N 425		