STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019877	A. BUILDING: _____ B. WING _____	08/01/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
LAKEHOUSE LAKE MILLS	300 ONEIL ST LAKE MILLS, WI 53551

(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 07/30/2024, with information obtained through 08/01/2024, the Bureau of Assisted Living, Southern Regional Office, conducted a probationary licensing survey at LakeHouse Lake Mills, a community-based residential facility (CBRF) located in Lake Mills, WI. As a result of the survey, 3 deficiencies were identified. Census: 26	N 000		
N 230	83.19 Orientation Before an employee performs any job duties, the CBRF shall provide each employee with orientation training which shall include all of the following: (1) Job responsibilities; (2) Prevention and reporting of resident abuse, neglect and misappropriation of resident property; (3) Information regarding assessed needs and individual services for each resident for whom the employee is responsible; (4) Emergency and disaster plan and evacuation procedures under s. HFS 83.47(2); (5) CBRF policies and procedures; (6) Recognizing and responding to resident changes of condition. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that 2 of 2 employees reviewed obtained orientation training in all the required topics before they performed job duties. Caregiver D and Caregiver E did not have training in recognizing and responding to resident changes of condition.	N 230		

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

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N 230	Continued From page 1 Findings include: On 07/30/2024, Surveyor conducted a review of 2 employees to verify compliance with orientation training requirements. Surveyor requested training records from (Business) Office Manager B for Caregivers D and E. The record for Caregiver D, hired 04/05/2024, did not contain evidence of training in recognizing and responding to resident changes of condition. The record for Caregiver E, hired 04/14/2024, did not contain evidence of training in recognizing and responding to resident changes of condition. On 07/30/2024, at approximately 2:30 p.m., Surveyor interviewed Executive Director A, Office Manager B, and Nurse C. Office Manager B confirmed s/he could not find evidence that Caregiver D and Caregiver E completed training in recognizing and responding to resident changes of condition. Executive Director A reported s/he maybe had evidence that additional training was completed via employee onboarding documents. Surveyor gave a deadline of 07/31/2024 at 12:00 p.m. to receive any additional records. Nothing further was received. On 08/01/2024, at approximately 9:54 a.m., Surveyor interviewed Executive Director A. Executive Director A reported that the new ownership group took over on 07/12/2023 and that that company is who developed employee training processes and procedures. Executive Director A reported that s/he discussed training requirements with his/her regional staff and that they planned to look at the employee onboarding process to ensure future training compliance.	N 230		

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N 243	83.21(1)-(3) All employee training. The CBRF shall provide, obtain or otherwise ensure adequate training for all employees in all of the following: Resident rights. Training shall include general rights of residents including rights as specified under s. DHS 83.32(3). Training shall be provided as applicable under ss. 50.09 and 51.61 and chs. 54, 55, and 304, Stats., and ch. DHS 94, depending on the legal status of the resident or service the resident is receiving. Specific training topics shall include house rules, coercion, retaliation, confidentiality, restraints, self-determination, and the CBRF ' s complaint and grievance procedures. Residents ' rights training shall be completed within 90 days after starting employment. Client Group. Training shall be specific to the client group served and shall include the physical, social and mental health needs of the client group. Specific training topics shall include, as applicable: characteristics of the client group served, activities, safety risks, environmental considerations, disease processes, communication skills, nutritional needs, and vocational abilities. Client group specific training shall be completed within 90 days after starting employment. Client Group. In a CBRF serving more than one client group, employees shall receive training for each client group. Recognizing, preventing, managing, and responding to challenging behaviors. Specific training topics shall include, as applicable: elopement, aggressive behaviors, destruction of property, suicide prevention, self-injurious behavior, resident supervision, and changes in condition. Challenging behaviors training shall be completed within 90 days after starting	N 243		

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N 243	Continued From page 3 employment. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 2 of 2 employees reviewed obtained all training as required within 90 days after starting employment. Caregiver D did not have training in required client groups or in recognizing, preventing, managing, and responding to challenging behaviors within 90 days after starting employment. Caregiver E did not have training in recognizing, preventing, managing, and responding to challenging behaviors within 90 days after starting employment. Findings include: On 07/30/2024, Surveyor conducted a review of 2 employees to verify compliance with all employee training requirements. Surveyor requested training records from (Business) Office Manager B for Caregivers D and E. Recognizing, Preventing, Managing and Responding to Challenging Behaviors The record for Caregiver D, hired 04/05/2024, did not contain evidence of training or evidence of meeting an exemption for challenging behaviors training. The record for Caregiver E, hired 04/14/2024, did	N 243		

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N 243	Continued From page 4	N 243		

not contain evidence of training or evidence of meeting an exemption for challenging behaviors training.

On 07/30/2024, at approximately 2:30 p.m., Surveyor interviewed Executive Director A, Office Manager B, and Nurse C. Office Manager B confirmed s/he could not find evidence that Caregiver D and Caregiver E completed or met an exemption for challenging behaviors training. Executive Director A reported s/he maybe had evidence that additional training was completed via employee onboarding documents. Surveyor gave a deadline of 07/31/2024 at 12:00 p.m. to receive any additional records. Nothing further was received.

On 08/01/2024, at approximately 9:54 a.m., Surveyor interviewed Executive Director A. Executive Director A reported that the new ownership group took over on 07/12/2023 and that that company is who developed employee training processes and procedures. Executive Director A reported that s/he discussed training requirements with his/her regional staff and that they planned to look at the employee onboarding process to ensure future training compliance.

Client Group

The facility is licensed to provide care and services to residents within the client groups of advanced aged, physically disabled, and irreversible dementia/Alzheimer's. The record for Caregiver D, hired 04/05/2024, did not contain evidence of training or evidence of meeting an exemption for client group training.

On 07/30/2024, at approximately 2:30 p.m., Surveyor interviewed Executive Director A, Office

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N 243	Continued From page 5 Manager B, and Nurse C. Office Manager B confirmed s/he could not find evidence that Caregiver D completed or met an exemption for client group training. Executive Director A reported s/he maybe had evidence that additional training was completed via employee onboarding documents. Surveyor gave a deadline of 07/31/2024 at 12:00 p.m. to receive any additional records. Nothing further was received. On 08/01/2024, at approximately 9:54 a.m., Surveyor interviewed Executive Director A. Executive Director A reported that the new ownership group took over on 07/12/2023 and that that company is who developed employee training processes and procedures. Executive Director A reported that s/he discussed training requirements with his/her regional staff and that they planned to look at the employee onboarding process to ensure future training compliance.	N 243		
N 247	83.22(1)-(4) Task specific training. The CBRF shall provide, obtain or otherwise ensure adequate training for employees performing job duties in all of the following: Assessment of residents. All employees responsible for resident assessment shall successfully complete training in the assessment of residents prior to assuming these job duties. Specific training topics shall include: assessment methodology, assessment of changes in condition, sources of assessment information, and documentation of the assessment. Individual service plan development. All employees responsible for service plan development shall successfully complete training in individual service plan development prior to assuming these job duties. Specific training	N 247		

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N 247	Continued From page 6 topics shall include: identification of the resident ' s needs and desired outcomes, development of goals and interventions, service plan evaluation and review of progress. Provision of personal care. All employees responsible for providing assistance with activities of daily living shall successfully complete training prior to assuming these job duties. Specific training topics shall include, as appropriate: bathing, eating, dressing, oral hygiene, nail and foot care, toileting and incontinence care, positioning and body alignment, and mobility and transferring. Dietary training. All employees performing dietary duties shall complete dietary training within 90 days after assuming these job duties. Specific training topics shall include: determining nutritional needs, menu planning, food preparation and food sanitation. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that 1 of 2 employees reviewed obtained all task specific training as required. Caregiver D, who had responsibilities for providing assistance with activities of daily living, did not have training in the provision of personal cares prior to assuming these job duties. Findings include: On 07/30/2024, Surveyor conducted a review of 2 employees to verify compliance with task specific training. Surveyor requested training records from	N 247		

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N 247	Continued From page 7 Office Manager B for Caregivers D and E. The record for Caregiver D, hired 04/05/2024, did not contain evidence of training or evidence of meeting an exemption for personal care training. On 07/30/2024, at approximately 2:30 p.m., Surveyor interviewed Executive Director A, Office Manager B, and Nurse C. All confirmed that Caregiver D was responsible for providing personal cares. Office Manager B confirmed s/he could not find evidence that Caregiver D completed or met an exemption for provision of personal care training prior to assuming these job duties. Executive Director A reported s/he maybe had evidence that additional training was completed via employee onboarding documents. Surveyor gave a deadline of 07/31/2024 at 12:00 p.m. to receive any additional records. Nothing further was received. On 08/01/2024, at approximately 9:54 a.m., Surveyor interviewed Executive Director A. Executive Director A reported that the new ownership group took over on 07/12/2023 and that that company is who developed employee training processes and procedures. Executive Director A reported that s/he discussed training requirements with his/her regional staff and that they planned to look at the employee onboarding process to ensure future training compliance.	N 247		