STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0014642	A. BUILDING: _____ B. WING _____	R-C 01/10/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
OAK PARK PLACE AUTUMN LANE II	719 JUPITER DR MADISON, WI 53718

(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 01/04/2023, Surveyor conducted 1 verification visit and 1 complaint investigation. One deficiency was identified. Two of 2 deficiencies from Statement Of Deficiency (SOD) #Q29H17, dated 08/17/2023 were corrected. The complaint was substantiated. Census: 30	{N 000}		
N 388	83.35(3)(c) Implement, follow the individual service plan Implementation. The CBRF shall implement and follow the individual service plan as written. This Rule is not met as evidenced by: Based on observation, interview and record review, the provider did not ensure the individual service plan was followed as written. Resident 14's individual service plan (ISP) was not followed as written when staff did not complete laundry or housekeeping tasks consistently as directed by the ISP. Findings include: On 12/28/2023, the Department received a complaint regarding housekeeping and laundry services. On 01/02/2024 at approximately 1:40 PM, Surveyor requested Resident 14's record including current ISP and documentation of completed housekeeping and laundry services	N 388		

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

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since 11/01/2023 from Assistant Director of Housing Q.

On 01/02/2024 at approximately 2:00 PM, Surveyor observed the following in Resident 14's room:
Debris on carpet (Photo 1)
Large trash can in living room full of paper trash (Photo 2)
Cluttered surfaces (Photos 3, 4, and 5)
Towels on floor in bedroom (Photo 5)
Full basket of soiled laundry (Photo 6)
Full garbage can in bedroom (Photo 7)
Debris on bathroom floor (Photo 8)
Tall garbage can in bathroom full of soiled incontinence products (Photo 9)
Basket of soiled laundry in bathroom (Photo 10)
Approximately 2 ½' x 2 ½' dark stain on carpet between bed and bathroom door (Photo 11)

On 01/02/2024 at approximately 2:00 PM, Surveyor interviewed Resident 14 who stated his/her carpet between the bed and bathroom had become soiled "a while ago". Resident 14 stated while s/he was away from facility 12/15/2023-12/27/2023, staff must have tried to clean the carpet but that made it worse. Resident 14 stated staff are not doing his/her laundry or taking garbage out consistently. Resident 14 stated s/he did not want Surveyor to request management come to his/her room to observe condition of room but did state Surveyor could show management the photos of the room.

On 01/02/2024 at approximately 2:30 PM, Surveyor interviewed Caregiver T who stated Resident 14's room was cleaned while Resident 14 was away on vacation. Caregiver T stated normally staff cleaned resident's rooms weekly including vacuuming, dusting, mopping, cleaning

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the bathroom, and washing/folding/putting away laundry. Caregiver T stated staff offered to put Resident 14's laundry away but s/he generally preferred to put it away his/herself.

On 01/02/2024, Surveyor reviewed Resident 14's record. S/he was admitted 08/02/2013. Diagnoses included: unspecified asthma, uncomplicated; unspecified thoracic, thoracolumbar and lumbosacral intervertebral disc disorder; urge incontinence; chronic obstructive pulmonary disorder with acute exacerbation; and unspecified abnormalities of gait and mobility.

Residency Agreement signed and dated 08/02/2013:
" ...Section 4: DESCRIPTION OF BASIC SERVICES ...A4 Housekeeping: Oak Park will provide daily bed making and up to one hour of housekeeping weekly ...B. Health and Personal Care Service ...3. Activities of Daily Living: The community shall provide You [sic] assistance with dressing/grooming, bathing, ambulating, eating, toileting and other activities of daily living and supervision or assistance with tasks related to, housekeeping, clothes laundering ..."

ISP (not dated, most recently revised 04/16/2023):
In the area of Laundry Services: "[Resident 14's] laundry will be kept clean Date initiated: 06/20/2018 Revision on 04/16/2023 [Resident 14] will receive laundry services weekly and as needed ..."
In the area of Housekeeping Services: " ... [Resident 14's] spot cleaning to be done as needed ...Remove [Resident 14's] trash daily."
Resident 14's ISP did not address his/her preference to put laundry away independently or

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refusals to have room cleaned.

Form titled "Weekly Housekeeping for [Resident 14's] Apartment" (summarized):
Date "Assigned" and "Completed" was 12/19/2023.
Staff checked the following tasks as completed: vacuumed; mopped; wiped down hard surfaces, cleaned, disinfected and sanitized bathroom; spot cleaned carpet; dusted; emptied wastebaskets; made bed; and sprayed apartment with air freshener.
Staff documented "N/A" (not applicable) for: straightened and organized according to need; changed sheets; spot cleaned windows and dusted blinds as needed; reported all damage or repairs needed to maintenance; and put laundry away and hung clothes as needed. Under "Resident approval" staff noted Resident 14 was out of state.

On 01/02/2023 at 3:58 PM, Surveyor showed photos of Resident 14's room and discussed concern of staff not cleaning Resident 14's room or assisting with laundry consistently with Assistant Director of Housing Q, Director of Health Services S, and Regional Nurse U. Assistant Director of Housing Q stated some days Resident 14 was very accepting of staff's assistance with housekeeping and laundry and other days s/he refused. Director of Health Services S stated Resident 14 refused to allow staff to clean his/her apartment and Administrator J would send Surveyor Resident 14's more recent ISP and additional completed housekeeping documentation by end of day 01/03/2024.

As of 01/05/2024 at 5:00 PM, no additional documentation was received by the Department.