STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0009763	A. BUILDING: _____ B. WING _____	C 02/08/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HERITAGE COURT DEER CREEK	3585 S 147TH ST NEW BERLIN, WI 53151

(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 From 02/06/2024 to 02/08/2024, Surveyor conducted a complaint investigation at Heritage Court Deer Creek, a CBRF in New Berlin. One deficiency was identified. The complaint was substantiated. Census: 29	N 000		
Y3234	50.09(1)(e) Treatment (1) RESIDENTS' RIGHTS. Every resident in a nursing home or community based residential facility shall, except as provided in sub. (5), have the right to: (e) Be treated with courtesy, respect and full recognition of the resident's dignity and individuality, by all employes of the facility and licensed, certified or registered providers of health care and pharmacists with whom the resident comes in contact. This Rule is not met as evidenced by: Based on observation and staff interview, the provider did not ensure each resident was treated with courtesy and respect. Resident 1 was found with a derogative note in his/her room. Findings include:	Y3234		

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

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Y3234	Continued From page 1 On 02/06/2024, Surveyor conducted a complaint investigation alleging the provider's caregivers were disrespectful. On 02/06/2024 at approximately 9:00 a.m., Surveyor interviewed Caregiver B. Caregiver B stated Resident 1 was found with a note that stated "Racist [expletive]" in his/her room. Caregiver B stated it was believed to be placed there by Former Caregiver C, who the provider believed had also stolen several items. On 02/06/2024 at approximately 10:00 a.m., Surveyor reviewed Resident 1's record. Resident 1 was admitted to the provider's facility on 11/06/2023 with diagnosis of Alzheimer's disease. Resident 1's individual service plan (ISP), dated 11/06/2023, documented that s/he could be resistive to cares. On 02/06/2024 at approximately 1:00 p.m., Surveyor interviewed Director of Nursing A and Regional Director D regarding the note found in Resident 1's room. Director of Nursing A confirmed an inappropriate note was found in Resident 1's room and stated the administrator took care of the issue. Surveyor requested documentation of the investigation and follow up. Director of Nursing A stated the administrator was unavailable for medical reasons, but that s/he would follow up with Surveyor by the end of the day. On 02/07/2024 at approximately 10:00 a.m., Surveyor received an "Investigation Summary Form," completed 02/06/2024, from Regional Director D. The report stated a note that read "Racist [expletive]" was found by Resident 1's family member. The report stated the administrator began to question staff to determine	Y3234		

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Y3234	Continued From page 2 who wrote the note. The report stated staff identified 1 caregiver who had made comments about Resident 1 and how Resident 1 treated him/her. The report stated the caregiver in question was interviewed and denied writing the note but was found to be in violation of other company policies and terminated. On 02/08/2024 at approximately 12:35 p.m., Surveyor reviewed a picture of a note from Family Member E that stated "Racist [expletive]" on the facility's letterhead. Family Member E stated the note was found on 11/21/2023. Family Member E stated management was aware of the note, along with personal items that had gone missing, and that an investigation was supposed to occur. Family Member E stated s/he was informed on 12/05/2023 that a caregiver had been terminated due to the note and missing items.	Y3234		