STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019385	A. BUILDING: _____ B. WING _____	C 05/06/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SERENITY GARDEN ADULT FAMILY HOME	2423 W CUSTER AVE MILWAUKEE, WI 53209

(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 05/03/2024 with information gathered through 05/06/2024, Surveyor conducted a standard survey and 1 complaint investigation at Serenity Garden Adult Family Home. Three deficiencies were identified. One complaint was unsubstantiated. Census: 3	M 000		
M 262	88.05(2)(a) DIFFICULTY WALKING If a resident is not able to walk at all or able to walk only with difficulty, or only with the assistance of crutches, a cane, or walker or is unable to easily negotiate stairs without assistance: 1. The exits from the home shall be ramped to grade with a hard surfaced pathway with handrails. 2. All entrance and exit doors and interior doors serving all common living areas and all bathrooms and bedrooms used by a resident not able to walk at all shall have a clear opening of at least 32 inches. 3. Toilet and bathing facilities used by a resident not able to walk at all shall have enough space to provide a turning radius for the resident's wheelchair and provide accessibility appropriate to the resident's needs. This Rule is not met as evidenced by: Based on observation, record review, and interview, the provider did not ensure all doorway clear openings were at least 32 inches for 1 of 1 bathroom. The bathroom doorway had a clear	M 262		

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

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M 262	Continued From page 1 opening of 27 inches. Two of 3 residents required a wheelchair for mobility and were not able to go into the bathroom. Findings include: On 05/03/2024, at approximately 10:30 AM, Surveyor toured the facility and identified the following: -Resident 1 required the use of a wheelchair for mobility. -Resident 2 required the use of a walker for mobility. -Resident 3 required the use of a wheelchair for mobility. -The only bathroom had a doorway with a clear opening of 27 inches. On 05/06/2024, Surveyor reviewed the department electronic file for the facility. A license amendment to change the license from ambulatory to non-ambulatory was approved on 04/19/2023. On 03/06/2024, at approximately 9:30 AM, Surveyor interviewed Licensee A. Licensee A reported s/he thought the door had a clear opening of 36 inches. Licensee A stated they were able to fit a wheelchair through the opening, so they assumed that was enough. Licensee A confirmed 2 of 3 residents were confined to a wheelchair and 1 was able to ambulate only with a walker. Licensee A reported s/he would get the doorways widened immediately to ensure compliance with the code requirements.	M 262		
M 550	88.10(3)(b) Privacy Privacy. To have physical and	M 550		

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M 550	Continued From page 2	M 550		

emotional privacy in treatment, living arrangements and in caring for personal needs, including toileting, bathing and dressing. The resident, the resident's room, any other area in which the resident has reasonable expectation of privacy, and the personal belongings of a resident shall not be searched without the resident's permission or permission of the resident's guardian except when there is reasonable cause to believe that the resident possesses contraband. The resident shall be present for the search.

This Rule is not met as evidenced by:
Based on observation and interviews, the provider did not ensure each resident had physical privacy in living arrangements for 3 of 3 residents residing in the home (Residents 1, 2, and 3). There were electronic video monitoring cameras mounted in the living room and kitchen.

Findings Include:

On 05/03/2024, at 10:35 AM, Surveyor observed 2 cameras in the facility. There was a camera located northeast corner of the living room and a camera in the northwest corner of the kitchen. Both recorded audio and video of residents and staff.

On 05/03/2024, at 12:30 PM, Surveyor interviewed Caregiver B regarding the use of the cameras. Caregiver B stated, "Yes, they are active, the owner's [spouse] gets very angry if they are unplugged."

On 05/06/2024, at approximately 9:30 AM,

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M 550	Continued From page 3 Surveyor interviewed Licensee A. Licensee A confirmed the cameras were in areas of the home used by residents but thought it was only the private living areas where cameras were not allowed. Licensee A said s/he would remove the cameras immediately. Licensee A did not provide a date when the cameras were installed.	M 550		
M 570	88.10(3)(l) Safe Physical Environment Individuals, except for correctional residents, have basic rights which they do not lose when they enter an adult family home. A resident shall have a safe environment in which to live. The adult family home shall safeguard residents who cannot fully guard themselves from environmental hazards to which they are likely to be exposed, including conditions which would be hazardous to anyone and conditions which would be or are hazardous to a particular resident because of the resident's condition or disability. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure hot water was kept at a safe temperature for 1 of 1 bathroom. The water from the bathroom faucet was measured 155° Fahrenheit (F). Findings include: On 05/03/2024 at 10:45 AM, Surveyor observed the hot water temperature in the bathroom. The temperature measured at 155° F. Caregiver B confirmed the water temperature was 155° F.	M 570		

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M 570	Continued From page 4 On 05/06/2024, at approximately 9:00 AM, Surveyor interviewed Licensee A who explained they had been having trouble regulating the water temperature. Licensee A confirmed s/he would begin monitoring it monthly to ensure it was not too hot. "Exposure to hot water is a potential environmental danger for residents. Elderly residents and residents with mental and physical disabilities may have neurological conditions that prevent instant recoil from hot water. Because these individuals do not instantly react to dangerous temperature levels, they are at particular risk for injury. Hot water can cause scalding, e.g., second and third degree burns in which the skin blisters and swells. In such instances, skin does not return to normal and forms scar tissue upon healing. These burns may lead to permanent disability." (DQA Publication-01942, Hot Water Temperatures in Adult Family Homes, August 2017.)	M 570		