STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019317	A. BUILDING: _____ B. WING _____	R-C 08/16/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
LAKESIDE VILLA BUSINESS LLC	804 N LAKE AVE PHILLIPS, WI 54555

(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 08/15/2023, Surveyor conducted a verification visit and standard probationary licensure survey at Lakeside Villa Business LLC. Data collection continued through 08/16/2023 The deficiencies identified in Statement of Deficiency (SOD) SK7K11 were corrected. One deficiency was identified. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 18	{N 000}		
N 491	83.44(2)(c) Interior floors, walls and ceilings. Every interior floor, wall and ceiling shall be clean and in good repair. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure every interior floor was in good repair. Findings include: The provider is licensed to care for 20 residents in the following client groups: emotionally disturbed/mental illness, developmentally disabled, physically disabled, advanced aged and irreversible dementia/Alzheimer's disease. On 08/15/2023 at 9:30 AM, Surveyor observed the following: the vinyl plank flooring in the resident hallway was soft (warping) and lifting up in multiple areas. In several places the floor lifted up after stepping on it.	N 491		

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

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N 491	Continued From page 1 On 08/15/2023 at 12:35 PM, Surveyor interviewed Activity Director (AD) C. Surveyor asked AD C if s/he had any concerns pertaining to residents, staff or the facility. AD C stated that s/he did not have any concerns about residents or staff but did have a concern about the flooring in the hallway. AD C reported that s/he recently filed a "formal concern in writing" to management regarding the flooring being soft and lifting up in areas. AD C told Surveyor the flooring problem is likely caused by water (cleaning and mopping the floor). On 08/15/2023 at 12:50 PM, Surveyor interviewed Assistant Administrator (AA) B. AA B stated, "The hallway floor is warped really bad." Surveyor asked AA B if there were plans to fix or replace the flooring? AA B responded, "That would be a question for [Administrator A]." AA B indicated the flooring needs to be fixed and "[Maintenance Staff (MS) D] would say the same thing." AA B told Surveyor the flooring was not causing a safety concern for the residents at this time. On 08/15/2023 at 12:55 PM, Surveyor interviewed MS D. MS D informed Surveyor MS D installed the hallway flooring a few years ago. MS D indicated that s/he had repaired the floor over the past year and the floor "used to be much worse." MS D reported, "The flooring manufacturer recommended the floor be dry mopped and not to use water to clean it." MS D stated that the floor is bubbling up in areas and the floor does not stay down. On 08/15/2023 at 1:40 PM, Surveyor interviewed Housekeeper E. Housekeeper E reported s/he was hired on 08/08/2023. Housekeeper E	N 491		

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N 491	Continued From page 2 indicated, "I have tripped while walking down the hallway." Housekeeper E indicated, "The floor is coming up in some areas." On 08/16/2023 at 9:50 AM, Surveyor interviewed Caregiver F. Caregiver F indicated s/he worked 3rd Shift (11:00 PM to 7:00 AM) and a few residents get up and walk around in the hallway. Caregiver F stated, "The floor is kind of warped; no one has fallen or anything, but the floor is kind of warped." Caregiver F commented, "I am a little concerned with the floor and residents falling; It would be a lot better if the floor got fixed." On 08/16/2023 at 10:50 AM, Surveyor interviewed Administrator A. Administrator A indicated that since becoming the Administrator in February 2023, "I told staff the floors don't need to be soaked with water every night." Administrator A commented that staff have used a lot of bleach and water to clean the floors. Administrator A informed Surveyor Administrator A was recently told by staff that there was a spot where the floor was "bubbling up" by the staff room door in the hallway. Administrator A reported that s/he had not heard about the floor being a concern for residents at this time.	N 491		