STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0014267	A. BUILDING: _____ B. WING _____	R-C 11/13/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BLUFFVIEW MEMORY CARE	**2101 BLUFFVIEW CT HOLMEN, WI 54636**

(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 11/13/2024, Surveyor conducted a verification visit at Bluffview Memory Care. One deficiency was identified. This was a repeat violation. See Statement of Deficiency (SOD) 9WPE11, dated 10/11/2022 and SOD T3UM11, dated 06/28/2024. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 54	{N 000}		
{N 489}	83.44(2)(a) Rooms clean and free from odors. The CBRF shall keep all rooms clean and shall make reasonable attempts to keep all rooms free from odors. This Rule is not met as evidenced by: Based on observation and interview, the provider did not keep all rooms clean and free from odors. This is a repeat deficiency. See Statement of Deficiency (SOD) 9WPE11, dated 10/11/2022 and SOD T3UM11, dated 06/28/2024. Findings include: The facility has a capacity to serve up to 64 residents in the client group of irreversible dementia/Alzheimer's disease. On 11/13/2024, at approximately 1:50 PM, Surveyor entered the facility and was able to detect a strong odor near the entrance. At approximately 1:55 PM, Surveyor interviewed	{N 489}		

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

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{N 489}	Continued From page 1 Administrator A in his/her office, which was located near the entrance. Administrator A stated the odor was sticking around up front because Resident 1 would often walk near the front of the building and was incontinent. Administrator A stated several of the residents often refused personal cares and some of the smell had transferred. Administrator A stated staff would wipe down furniture after resident use when those residents were known to refuse cares. Administrator A stated the provider had re-educated staff on cleaning procedures and expectations related to care planning tasks. Administrator A stated they had an "odor eater" machine near the front entrance. At approximately 2:10 PM, Surveyor toured the facility with Administrator A. Surveyor observed the "odor eater" machine near the front entrance. Administrator A stated the facility consisted of four quads labeled A, B, C, and D. Surveyor was able to identify the smell was strongest in quads A and B. At approximately 2:15 PM, Surveyor and Administrator A entered Resident 1's room in quad A. Surveyor noticed a strong smell of urine and an audible sticky sound when walking on the floor. Administrator A stated Resident 1 may have had soiled clothing in the room that needed washing. When asked about the floor and why it was sticky, Administrator A indicated it may have been from urine. When asked how often Resident 1's room was cleaned, Administrator A stated it was usually twice weekly. Administrator A stated Resident 1 would probably benefit from being on a daily cleaning schedule. At approximately 2:20 PM, Surveyor observed Administrator A verbally instruct Housekeeper C	{N 489}		

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{N 489}	Continued From page 2 to add Resident 1 to the daily cleaning schedule. At approximately 2:25 PM, Surveyor interviewed Caregiver D. Caregiver D stated quad B had the strongest odors. Caregiver B stated a couple of residents in that quad would refuse cares and it was hard to keep up on the odors. At approximately 2:30 PM, Surveyor toured the facility with Maintenance Person (MP) B. MP B stated they implemented air purifying systems and had specialized chemicals to spray on the carpets to alleviate the odors. MP B stated there were several residents that were very incontinent and residents that would urinate in random places. MP B stated they had approximately 12 rooms that were known to have more odors. MP B stated some rooms were cleaned daily and others twice daily. At approximately 2:40 PM, Surveyor interviewed Administrator A and MP B. Surveyor discussed ongoing concerns with the presence of odor in the facility. Administrator A acknowledged the concerns and indicated s/he would continue to work with MP B to address the concerns.	{N 489}		