STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0020467	A. BUILDING: _____ B. WING _____	C 12/18/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ADAVA CARE OF IRISH ROAD	1760 IRISH ROAD NEENAH, WI 54956

(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 12/18/2025, Surveyor conducted an onsite visit to investigate one complaint at Adava Care of Irish Road. The complaint was substantiated and two deficiencies were identified. Census: 14	N 000		
N 502	83.46(1)(a) Comfortable and safe temperatures A CBRF shall maintain comfortable and safe temperatures. The CBRF shall provide tempered air at all times to eliminate cold air drafts. The heating system shall be capable of maintaining temperatures of 74º F. in areas occupied by residents. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure safe and comfortable temperatures were maintained. On 12/18/2025, two resident rooms were uncomfortably hot with temperature readings of 87°F and 89.4°F. Findings include: The Department received a complaint alleging concerns with comfortable temperatures. Surveyor made the following observations and conducted the following interviews on 12/18/2025: Upon entering the facility at 8:52 AM, Surveyor spoke with Caregiver A in a large common room adjacent to the entrance, just to the east of the main doors. Surveyor observed the window was	N 502		

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

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N 502	Continued From page 1	N 502		

cracked open and the room was warm. Caregiver A said s/he cracked the window to help with the warm temperature in the building.

At 9:27 AM, Surveyor interviewed Resident 1 in his/her room, located in the west wing. Surveyor observed a box fan was running, the window was cracked open (outside temperature approximately 34°F) and the room was warm. Resident 1 said beginning the previous day, the temperature in his/her room became hot and uncomfortable. The problem persisted during the overnight and s/he kept the window cracked open all night to mitigate the heat. Resident 1 said the problem was similar in other nearby rooms.

At 9:34 AM, Surveyor interviewed Resident 2 in his/her room located in the west wing. At the beginning of the interview, Resident 2 cautioned Surveyor the room was very hot. The room temperature according to Surveyor's thermometer was 87°F. Resident 2 said it had "been hot since yesterday."

At 9:40 AM, Surveyor interviewed Resident 3 in his/her room, located in the west wing of the building. Surveyor observed this room was also uncomfortably hot. Resident 3 said after a recent furnace repair beginning the night of 12/16/2025, his/her room temperatures became "really, really hot." Resident 3 said s/he had to sleep with the window open. The reading on Surveyor's thermometer in this room was 89.4°F.

Immediately after the interview, approximately 10:00 AM, Surveyor informed Regional Manager B of the room temperature and Regional Manager B joined Surveyor in Resident 3's room. Resident 3 again said the room was hot and Regional Manager B acknowledged the concern.

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N 502	Continued From page 2 Surveyor also informed Regional Manager B similar room temperatures were observed in Resident 1 and Resident 2's room; Regional Manager B acknowledged the concern. At 10:21 AM, Surveyor interviewed Regional Manager B, Director of Wellness C and Maintenance Staff D. They all attributed the uncomfortable room temperatures to an unknown issue that occurred sometime after new boilers were installed for the west side of the building on 12/16/2025. Regional Manager B said Residents 1, 2 and 3 all receive assistance in their rooms at bedtime with medication administration, however no caregivers reported the concerning temperatures. Director of Wellness C said s/he first noticed hot temperatures in the hallway the day before and turned down the hallway thermostat. Then earlier this morning, s/he noticed the hallway still felt warm. In response at 8:56 AM, Director of Wellness C called Maintenance D who then called the heating company at 8:58 AM. At 12:12 PM, Surveyor interviewed Technician E from the heating company while s/he was working in the boiler room. The temperature in the boiler room was extremely hot and uncomfortable. Technician E explained a relay sensor malfunctioned and caused the boilers to run "non-stop", resulting in warm temperatures on this side of the building. Technician E said s/he was replacing the sensor and the temperatures should return to comfortable levels later today.	N 502		
N 503	83.46(1)(b) Portable space heaters prohibited. The use of portable space heaters is prohibited except for Underwriters Laboratories listed	N 503		

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N 503	Continued From page 3 electric heating equipment that is listed for permanent attachment to the wall. Portable space heaters shall have an automatic thermostatic control and shall be physically attached to a wall. This Rule is not met as evidenced by: Based on observation and interview, the provider utilized portable, floor model space heaters in common areas and in at least 3 resident rooms. Findings include: The Department received a complaint the provider was relying on space heaters to maintain comfortable temperatures in the facility. Prior to conducting the onsite visit, Surveyor reviewed the provider's survey history. During a survey ending on 05/28/2025, the provider was given technical assistance about the use of a floor model space heater in Resident 4's room and informed of the regulatory requirements related to space heaters (if used) to include wall mounting. Surveyor entered the facility on 12/18/2025 at 8:52 AM. Surveyor observed the entryway opened to a large, open area designed in the style of a great room. There were three space heaters present, two were on the floor and one was resting on the seat of a chair. In the large common room to the east of the entrance, a 4th space heater was present on the floor. Caregiver A confirmed Surveyor's observations and said the space heaters had been in use on and off for approximately two months because there had been intermittent problems with the boilers providing adequate heat. Caregiver B said most all residents had been using space heaters in	N 503		

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N 503	Continued From page 4 their rooms. At 9:03 AM, Surveyor walked through the facility. Resident 1 (west wing) and Resident 5 (east wing) had their bedroom doors open and Surveyor observed a space heater on the floor in each room; Resident 5's heater was running. At 9:05 AM, Surveyor knocked on Resident 4's door. S/he was receiving care from home health and Surveyor volunteered to come back later. While speaking with Resident 4, Surveyor observed a space heater on the floor in the living room. Surveyor interviewed Home Health Staff F at 9:56 AM. Home Health Staff F said s/he has been working with Resident 4 for the previous five weeks and the heater was usually on when s/he arrived, including today. Surveyor interviewed Resident 4 at 10:01 AM, and noticed the space heater was no longer present. Resident 4 confirmed staff just removed the heater and Resident 4 was told they needed it to be removed. Resident 4 said s/he prefers the heater because it gets "chilly" in his/her room. Surveyor interviewed Resident 5 at 9:47 AM, and observed the space heater was no longer present. Resident 5 acknowledged staff "just removed" the heater and added, "Yeah, I know they are illegal." Resident 5 said, "They just fixed the boilers" and before that, "they gave me one of those to use...so it would stay warm in here." Surveyor interviewed Regional Manager B at 10:13 AM. Regional Manager B confirmed there was an issue with the two boilers on the east side not consistently maintaining 74°F. Regional Manager B described efforts (corroborated via documentation) to resolve the issues beginning in early November 2025 and said ultimately the plan	N 503		

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N 503	Continued From page 5 was to replace the east side boilers on 12/16/2025. Regional Manager B explained during this timeframe, they relied on space heaters in common areas and resident rooms to maintain warm temperatures. Regional Manager B said s/he knew the code prohibited space heaters, but felt they needed to use them due to some of the extreme cold weather over the past 6 weeks. Surveyor asked Regional Manager B if s/he was aware the regulations allowed for certain wall mounted heaters or of the ability to request waivers from the Department. Regional Manager B said s/he was not aware of either option. S/he also said s/he was unaware of the technical assistance given during the May 2025 survey. Regional Manager B said s/he would continue to monitor the situation because on 12/16/2025, the heating company replaced the wrong boilers (west side instead of east side), so inconsistent temperatures could persist.	N 503		