STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018197	A. BUILDING: _____ B. WING _____	C 03/05/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
NOEL MANOR RETIREMENT LIVING VERONA	471 PRAIRIE WAY BOULEVARD VERONA, WI 53593

(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
U 000	INITIAL COMMENTS On 03/05/2024, Surveyors conducted a complaint investigation and standard survey at Noel Manor Retirement Living Verona. 2 deficiencies were identified. Complaint was unsubstantiated. Census 108	U 000		
U 116	89.23(2)(a)2.a SERVICES SUFFICIENT SERVICES. Minimum required services. A residential care apartment complex shall have the capacity to provide all of the following services to all tenants, either directly or under contract: a. Supportive services: meals, housekeeping in tenants' apartments, laundry service and arranging access to medical services. In this subparagraph, "access" means arranging for medical services and transportation to medical services. This Rule is not met as evidenced by: Based on observation, record review and interview, the provider did not ensure sufficient supportive services to meet the housekeeping and laundry needs for 2 of 2 tenants. Tenant 1's room had an ant infestation and what appeared to be bed bugs.	U 116		

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

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U 116	Continued From page 1	U 116		

Tenant 2's room had the appearance that housekeeping had not been provided.

Findings include:

On 03/06/2024, at approximately 10:20 AM, Surveyors were walking down a tenant hallway and detected a strong urine like scent.

Example 1: Tenant 1

On 03/06/2024, at approximately 10:25 AM, Surveyors interviewed Tenant 1 who informed them that s/he "was itching and being bit up in bed." Surveyors observed Tenant 1's bed and detected what appeared to be bed bug tracking. Surveyors observed an ant infestation on the floor, next to the bed. Tenant 1 stated s/he had commented to staff that s/he had bug bites on him/her. Surveyor contacted Executive Director A and Administrator B to observe the room. At that time, Tenant 1 brought a white Styrofoam cup that contained bugs Tenant 1 had found in his/her room. Surveyors showed Executive Director A and Administrator B the sheets on Tenant 1's bed, along with a t-shirt, that contained what appeared to be dried blood markings. Tenant 1 said, "The blood was from me itching." Surveyors also observed food wrappings, clothing, and blankets on the floor.

On 03/06/2024, Surveyors reviewed Tenant 1's record.

Tenant 1's "Comprehensive Evaluation," dated 08/07/2023, documented:
"Laundry: Assistance - 2 loads/wk (week)"
"Housekeeping: Weekly Cleaning"

On 03/06/2024, at approximately 2:00 PM,

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U 116	Continued From page 2 Surveyors interviewed Administrator B, Registered Nurse (RN) C and exiting Administrator C. RN C stated that Tenant 1 often refused housekeeping and laundry assistance. Surveyors asked if these concerns were documented. RN C stated there was no documentation that tracked Tenant 1's refusal of housekeeping and laundry assistance. Administrator B stated that pest control would be contacted immediately. Example 2: Tenant 2 On 03/06/2024, at approximately 10:45 AM, Surveyors, Executive Director A and Administrator B observed Tenant 2's room. Upon entering the room, Executive Director A expressed concern at the condition of the room. Surveyors observed what appeared to be food packaging and crumbs on the floor, insulin pens on the floor, clothing was piled up on couches, carpeting had the appearance of needing to be vacuumed, and boxes with personal items stacked up throughout the apartment. On 03/06/2024, Surveyor reviewed Tenant 2's record. Tenant 2's "Comprehensive Evaluation," dated 11/12/2023, documented: "Laundry: Assistance - 2 loads/wk (week)" "Housekeeping: (not defined)" An email regarding Tenant 2's housekeeping documented: 11/27/2023 - [Administrator D] emailed [Maintenance Director E] and stated, "Can we increase [Tenant 2's] housekeeping to 45-60 minutes weekly?" "Wait to add [him/her] to that length of time until after [managed care	U 116		

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U 116	Continued From page 3 organization] sends in a professional cleaning company to clean and organize it. It is a disaster, and I don't want our staff being subjected to that. I am hoping with a deep clean/organization, we can help [him/her] stay on top of it!" 11/28/2023 - [Administrator D] emailed [Maintenance Director E] and stated, "I would like to officially get [Tenant 2] on 45-minute cleanings instead of 30-minute cleanings starting next week. ... do a one-time carpet cleaning for [Tenant 2]?" 11/28/2023 - [Maintenance Director E] emailed [Administrator D] and stated, "Yes, I will do it today." On 03/06/2024, at approximately 10:55 AM, Surveyors interviewed Executive Director A and Administrator B. Executive Director A stated that a deep cleaning would be requested again for Tenant 2's room.	U 116		
U 268	89.34(17) TENANT RIGHTS Rights of tenants. A tenant of a residential care apartment complex shall have all the rights listed in this section. These rights in no way limit or restrict any other rights of the individual under the U.S. Constitution, civil rights legislation or any other applicable statute, rule or regulation. Tenant rights are all of the following: (17) SAFE ENVIRONMENT. To a safe environment in which to live. This Rule is not met as evidenced by: Based on observation and interview, the facility	U 268		

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did not ensure a safe environment in 1of 1 tenant apartment. Tenant 2's apartment contained unsecured oxygen tanks.

Findings include:

On 03/06/2024, at approximately 10:45 AM, Surveyors, Executive Director A and Administrator B observed Tenant 2's room where 15 oxygen tanks were observed, with two tanks lying on the floor. Executive Director A and Administrator B stated oxygen tanks were to be securely stored.

On 03/06/2024, Surveyor reviewed Tenant 2's record. Tenant 2's record did not contain a risk agreement regarding his/her use of oxygen.

"When storing medical-grade oxygen tanks in a home, caregivers or loved ones should take precautions to ensure the safety of those nearby. Follow these steps when storing oxygen tanks: Consider an oxygen container a "sleeping giant." All oxygen cylinders should be secured in racks or stands to prevent them from tipping over. If a large cylinder is knocked over and its valve breaks off, it can accelerate to 40 MPH in 0.5 seconds. It has the power to break through two cinderblock walls." (Source: Vitas Healthcare website, How to Store Oxygen Tanks, https://www.vitas.com/family-and-caregiver-support/caregiving/providing-care-at-home/how-to-store-oxygen-tanks (retrieval date - March 6, 2024).)

On 03/06/2024, at approximately 2:00 PM, Surveyors interviewed Administrator B, Registered Nurse (RN) C and exiting Administrator C. Administrator B and RN C stated that a risk agreement would be negotiated with Tenant 2 regarding his/her use of oxygen and the storage requirements.

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