STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017080	A. BUILDING: _____ B. WING _____	C 10/30/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SHAWANO PLACE	**1088 ENGLE DR SHAWANO, WI 54166**

(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 10/30/2025, Surveyor conducted 1 complaint investigation at Shawano Place. As a result of the investigation, the complaint was substantiated, and 1 deficient practice was identified. Census: 41	N 000		
N 481	83.43(1) Environment safe, clean, and comfortable Environment. The CBRF shall provide a living environment that is safe, clean, comfortable, and homelike. All common dining and living areas shall contain furnishings appropriate to the intended use of the room. This Rule is not met as evidenced by: Based on observation, interview and record review the provider did not ensure all resident rooms were kept safe, clean and comfortable. Surveyor observed 5 resident bedrooms for cleanliness, 3 rooms had unkept floors and 3 rooms had soiled toilets. Findings include: On 10/30/2025, Surveyor conducted a tour of the facility. Surveyor observed multiple paper pieces on the floor in various areas of the facility main hallways. Surveyor observed approximately 3 dark colored stains which varied in size up to approximately 8 inches in length on the carpet in a common sitting area next to the dining room. Surveyor observed 2 large clumps of damp paper tissue on floor in Resident 1's bedroom with 1	N 481		

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

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N 481	Continued From page 1	N 481		

clump in front of recliner and the second clump on floor at end of bed. Surveyor observed 1 large reddish colored stain approximately 8-10 inches in length near table next to recliner and a second large dark colored stain approximately 6-8 inches in length in front of the recliner in bedroom. Surveyor observed a loose medication cup and small pieces of paper on the floor surrounding the garbage can.

At 10:25 AM, Surveyor interviewed Medication Aide (MA)-B who indicated s/he sometimes assisted with cleaning if for example, a toilet was dirty.

At 10:31 AM, Surveyor interviewed Caregiver staff (CGV)-C who left a resident bedroom carrying a mop. CGV-C indicated that normally s/he does not need to mop or clean toilets, but since housekeeping left a couple months ago, cleaning floors and toilets was added to caregiver duties in addition to patient cares. CGV-C indicated whenever time allowed, caregiving staff would try to clean resident bedrooms and toilets. CGV-C indicated if able, s/he would clean toilets and bedrooms after providing cares to residents. CGV-C indicated it was difficult to complete housekeeping and caregiving duties simultaneously and indicated there were currently 41 residents, which were cared for by 2 medication aides and 2 caregivers during day shift. CGV-C indicated if the cook did not arrive to work, then the caregivers would need to prepare resident meals in addition to caregiving and housekeeping duties.

At 10:39 AM, Surveyor interviewed Resident 2 who indicated s/he could not remember the last time staff vacuumed his/her bedroom or cleaned the toilet. Surveyor observed the floor was clean,

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N 481	Continued From page 2	N 481		

but Resident 2's toilet had a ring around the inside of the toilet bowl.

At 10:58 AM, Surveyor interviewed Power of Attorney for Finances (POAF)-D for Resident 3 who indicated Resident 3's bedroom had not been cleaned and pointed to the floor which had bits of paper scattered throughout the floor. POAF-D indicated that a sibling had swished a brush in the toilet during his/her last visit since it was left dirty. Surveyor observed POAF-D wiping off Resident 3's bedside table and then straighten up throughout Resident 3's room. POAF-D indicated Resident 3's bedroom and toilet used to be cleaned regularly up until a couple months ago. POAF-D indicated last week, their sibling had cleaned stool off the floor next to Resident 3's bed and pointed to a darkened area on the floor next to Resident 3's bed.

At 11:09 AM, Surveyor interviewed Resident 4 who indicated staff vacuumed Resident 4's bedroom floor yesterday but only because s/he had asked because it was difficult to see the floor because it was so dirty. Resident 4 indicated prior to that, Resident 4's bedroom had not been vacuumed for 3 weeks. Resident 4 indicated staff were good about changing the garbage but indicated cleanliness had gotten worse over the last couple of months. Surveyor observed candy wrappers on the floor under Resident 4's bedside table and multiple dark colored stains approximately 2-5 inches in diameter on the floor in front of and on the side of resident's recliner. Surveyor observed dried stool on the inside of the toilet riser and stool on the inside of the toilet bowl.

At 11:19 AM, Surveyor interviewed Resident 5 who indicated staff vacuumed his/her bedroom

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after Resident 5 requested service. Resident 5 indicated staff don't clean at the facility and indicated their toilet was dirty. Surveyor observed Resident 5's toilet and it had pieces of dried stool on the inside of toilet bowl and sediment throughout the toilet bowl. Resident 5 indicated the caregiving staff do laundry on night shift and had to prepare meals when the cook didn't show up to work. Resident 5 indicated s/he had filed a complaint about lack of cleanliness of room.

At 11:47 AM, Surveyor interviewed MA-E who verified working as a caregiver during this shift. MA-E indicated s/he thought it was over a month since the facility had a housekeeper and that housekeeping duties were assigned to caregiver staff which included cleaning resident rooms once a week, cleaning toilets when dirty, and vacuuming facility hallways.

Surveyor reviewed a list of current facility staff; no housekeepers were listed. Surveyor reviewed staff schedules and confirmed staffing as described by CGV-C. Surveyor reviewed the 2 grievances provided by the administrator and identified one grievance dated 08/12/2025 from Resident 5 regarding their room not being cleaned. The facility Administrator (ADMIN)-A indicated the investigation was completed on 08/12/2025 when Resident 5's bedroom was cleaned. ADMIN-A indicated a walk through was completed by administer and associate, which noted some resident rooms needed attention and administrator then addressed facility caregivers and provided additional housekeeping duties to caregivers.

At 12:43 PM, Surveyor interviewed ADMIN-A who indicated the last housekeeper quit on 07/28/2025 and that no housekeeper was hired

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N 481	Continued From page 4 after 07/28/2025 worked out due to not having transportation to get to work. ADMIN-A indicated that caregiver staff were currently assigned to clean 8 resident rooms per day, with 4 being cleaned on day shift and 4 being cleaned during the afternoon shift, Monday through Thursday in addition to caregiver duties. ADMIN-A indicated s/he had hired a new housekeeper who was going to start on 11/04/2025.	N 481		