STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0016550	A. BUILDING: _____ B. WING _____	C 11/10/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HOME CARE SOLUTIONS AT HOME	341 E SUMNER STREET HARTFORD, WI 53027

(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
M 000	INITIAL COMMENTS On 11/10/2025, Surveyor conducted one (1) complaint investigation at Home Care Solutions at Home LLC. As a result of the survey two (2) deficiencies were identified and one (1) complaint is substantiated. Census: 4	M 000		
M 572	88.10(3)(m) Freedom from Abuse Freedom from abuse. To be free from physical, sexual or mental abuse, neglect, and financial exploitation or misappropriation of property. This Rule is not met as evidenced by: Based on interview and record review, the provider did not ensure 1 of 1 resident (Resident 1) was free from physical and mental abuse. Maintenance C called Resident 1 names and grabbed at Resident 1's throat. Findings include: On 11/04/2025, the Department received a complaint that staff were abusive to residents. On 11/10/2025 at approximately 7:30 AM, Surveyor reviewed the facility folder for self-reports. No self-reports were submitted by the facility for 2025. On 11/10/2025 at 9:15 AM, Surveyor interviewed House Manager (HM) B who stated there was a verbal altercation about a month or so ago. Maintenance C was doing yard work and came to the front door and yelled at Resident 1 stating, "Since you refuse to help, you can do the chores	M 572		

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

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M 572	Continued From page 1	M 572		

yourself." HM B stated that it was dinner time and Resident 1 was sitting at the table trying to be calm. HM B stated Resident 1 got up and went into the kitchen for a drink and Maintenance C and Licensee A came in through the kitchen door. HM B stated he/she heard Maintenance C say to Resident 1, "You fat [expletive], you need to get out into the yard to help". HM B stated that he/she was unable to see, but was able to hear Resident 1 push Maintenance C into the shoe rack in the kitchen. Maintenance C went after Resident 1 but was stopped by Licensee A getting in between. HM B stated that Maintenance C was reaching for Resident 1's throat and then HM B called the police.

On 11/10/2025 at 9:25 AM, Surveyor interviewed Resident 2 who stated that he/she was in the kitchen when the interaction occurred. Resident 2 stated Maintenance C came into the kitchen and called Resident 1 a "fat [expletive]". Resident 1 then shoved Maintenance C and then Maintenance C came towards Resident 1 and got hands on Resident 1's neck.

On 11/10/2025 at 9:52 AM, Surveyor interviewed Licensee A who stated, if he/she had known Resident 1 was already upset, Maintenance C and Licensee A would not have come into the house. Licensee A stated that Maintenance C stated to Resident 1, "What the [expletive]; you couldn't help? That's bull [expletive]". Resident 1 then pushed Maintenance C. Licensee A stated Licensee A got in between the two as Maintenance C pushed back at Resident 1. Surveyor asked if the home is responsible for keeping residents free of foul language, threats, and physical altercation. Licensee A stated yes. Licensee A stated if Maintenance C had not had this approach with Resident 1, Resident 1

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M 572	Continued From page 2	M 572		

wouldn't have reacted that way. Surveyor asked if Maintenance C had been given Resident Rights training. Licensee A stated no. Surveyor asked if Maintenance C is someone who interacts with the residents, and should Maintenance C have training. Licensee A stated that Maintenance C doesn't really interact with the residents, he/she is like an outside contractor. Surveyor asked if outside contractors ask residents to assist with tasks. Licensee A stated, no.

On 11/10/2025 at 11:10 AM, Surveyor interviewed Resident 1 who stated Maintenance C "got in my face, so I pushed [him/her]. [Maintenance C] said that I wasn't helping with the yard work, but I didn't know about the yard work; [he/she] came in when I was trying to eat and [he/she] started to yell at me. Maintenance C said [he/she'd] kick my [expletive] if I didn't come to help. [Maintenance C] is bigger than me, it agitated me that [he/she'd] threaten me when it was a task that I would've helped with. Then [Maintenance C] called me a fat [expletive] so I pushed [him/her] into the shoe rack. [Maintenance C] lunged forward at me and tried to grab my throat; [Maintenance C] did make contact, but I took a step back and [Licensee A] was in between us and trying to stop it."

On 11/10/2025 at 1:49 PM, Surveyor received a City of Hartford Police Incident Report, dated 09/26/2025, which states, in part: On September 26, 2025 ...dispatched to residence regarding a resident of the group home acting hostile and shoving another party. ...Once on scene, met with Maintenance C who advised that Resident 1 had become upset with him/her when asked to help with yard work. Resident 1 was telling him/her and staff that he/she wanted to be left alone, then when Maintenance C approached Resident 1, Resident 1 pushed him/her into a

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M 572	Continued From page 3 shelf ... When informed that either both parties would be receiving citations, or neither party, Maintenance C grew upset and stated something to the effect of, "I don't care if he/she's developmentally disabled. ...if you push me, I'm going to beat the [expletive] out of you." On 11/10/2025 at 3:20 PM, Surveyor interviewed Licensee A and asked if calling a resident names and putting hands on a resident's throat is considered abuse. Licensee A stated yes. The provider did not keep Resident 1 free of physical and mental abuse.	M 572		
M 610	88.11(1) REPORTING OF ABUSE AND NEGLECT A licensee or service provider who knows or has reasonable cause to suspect that a resident has been abused or neglected as defined in s. 46.90 or 940.285, Stats., shall immediately contact the licensing agency. Providing notice under this subsection does not relieve the licensee or other person of the obligation to report an incident to law enforcement authorities. If the licensee has reason to believe a crime has been committed, the incident shall immediately be reported to law enforcement authorities.	M 610		

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M 610	Continued From page 4 This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure an allegation of abuse was reported to the department immediately for Resident 1. Findings include: On 11/04/2025, the Department received a complaint that staff abused residents. On 11/10/2025 at approximately 7:30 AM, Surveyor reviewed department records for self-reports and any misconduct incident reports. No reports were submitted by the facility for 2025. On 11/10/2025 at 9:15 AM, Surveyor interviewed House Manager (HM) B who stated there was a verbal altercation about a month or so ago. Maintenance C was doing yard work and came to the front door and yelled at Resident 1, "Since you refuse to help, you can do the chores yourself." HM B stated that it was dinner time and Resident 1 was sitting at the table trying to be calm. HM B stated that Resident 1 got up and went into the kitchen for a drink and Maintenance C and Licensee A came in through the kitchen door. HM B stated he/she heard Maintenance C say to Resident 1, "You fat [expletive], you need to get out into the yard to help". HM B stated that he/she was unable to see, but was able to hear Resident 1 push Maintenance C into the shoe rack in the kitchen. Maintenance C went after Resident 1 but was stopped by Licensee A getting in between. HM B stated that Maintenance C was reaching for Resident 1's throat and then HM B called the police. On 11/10/2025 at 9:25 AM, Surveyor interviewed Resident 2 who stated he/she was in the kitchen	M 610		

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M 610	Continued From page 5	M 610		

when the interaction occurred. Resident 2 stated that Maintenance C came into the kitchen and called Resident 1 a "fat [expletive]". Resident 1 then shoved Maintenance C and then Maintenance C came towards Resident 1 and got hands on Resident 1's neck.

On 11/10/2025 at 11:10 AM, Surveyor interviewed Resident 1 who stated, "[Maintenance C] got in my face, so I pushed [him/her]. [Maintenance C] said that I wasn't helping with the yard work, but I didn't know about the yard work; [he/she] came in when I was trying to eat and [he/she] started to yell at me. [Maintenance C] said [he/she'd] kick my [expletive] if I didn't come to help. [Maintenance C] is bigger than me, it agitated me that [he/she'd] threaten me when it was a task that I would've helped with. Then [Maintenance C] called me a fat [expletive] so I pushed [him/her] into the shoe rack. [Maintenance C] lunged forward at me and tried to grab my throat; [Maintenance C] did make contact, but I took a step back and [Licensee A] was in between us and trying to stop it."

On 11/10/2025 at 3:20 PM, Surveyor interviewed Licensee A and asked if calling a resident names and putting hands on a residents throat is considered abuse. Licensee A stated yes. Surveyor asked if this incident was reported to the department. Licensee A stated, "No, we did not report."

An allegation of abuse for Resident 1 was not reported to the department.