STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019389	A. BUILDING: _____ B. WING _____	C 11/10/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HOUSING MATTERS 2 LLC	21470 LEES CT BROOKFIELD, WI 53045

(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 11/03/2025, with information gathered through 11/10/2025, Surveyors conducted a complaint investigation at Housing Matters 2 LLC. Two deficiencies were identified. Complaint was substantiated. Census: 8	N 000		
N 434	83.38(1)(j) Information and referral. As appropriate, the CBRF shall teach residents the necessary skills to achieve and maintain the resident ' s highest level of functioning. In addition to the assessed needs as determined under s. DHS 83.35(1), the CBRF shall provide or arrange services adequate to meet the needs of the residents in all of the following areas: Information and referral. The CBRF shall provide information and referral to appropriate community services. This Rule is not met as evidenced by: Based on record review and interview, the provider did not provide accurate information to appropriate community services when Resident 1 experienced a medical emergency. Findings include: On 10/31/2025, the department received complaint information alleging medical emergency personnel were not provided medication information in a timely manner. On 11/03/2025, Surveyor reviewed Resident 1's	N 434		

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

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N 434	Continued From page 1	N 434		

record.

Resident 1 was admitted to the facility on 06/04/2024.

Resident 1's Care Plan, dated 06/04/2024, documented Resident 1 is capable of self-supervision, requires some assistance with self-care, and makes own decisions.

On 11/03/2025, Surveyor reviewed Resident 1's medical record which documents Resident 1 was admitted to the hospital on 10/27/2025 and discharged back to the facility on 10/29/2025 for elevated liver enzymes likely due to medication management. Hospital records document Resident 1 was taking Zyprexa which is processed through the liver and likely the cause of Resident 1's elevated liver enzymes. Resident 1's hospital record also documents Resident 1's hospital course was complicated by elevated blood pressure. Surveyor notes hospital staff required medication information including last medication dose taken at the time of hospitalization to accurately treat and manage Resident 1's symptoms, acute liver changes, and heart changes.

On 11/03/2025, at approximately 11:15 AM, Surveyor interviewed Administrator A who stated Resident 1 was not feeling well on 10/27/2025, and Administrator A drove Resident 1 to the Emergency Room for evaluation. Surveyor asked Administrator A if Resident 1 was provided a copy of Resident 1's Medication Administration Record (MAR) and Administrator A replied yes. Administrator A also stated the Emergency Room had access to Resident 1's history including a list of medications. Surveyors discussed there were concerns that medical personnel were unable to

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N 434	Continued From page 2 leave a voicemail with Licensee A due to his/her voicemail being full. Licensee A explained that s/he received a lot of spam messages but would ensure his/her voicemail was cleared daily. Surveyor asked Administrator for copies of Resident 1's MAR, and Administrator A stated the printer at the facility was not working. On 11/03/2025, at approximately 11:30 AM, Surveyor interviewed Resident 1 who stated on 10/27/2025, she was experiencing a change in condition and Administrator A drove Resident 1 to the Emergency Room for evaluation. Resident 1 states Administrator A dropped Resident 1 off and did not have a copy of medication information at the time of the Emergency Room visit. On 11/10/2025 at 4:00 PM, Surveyors interviewed Licensee A. Surveyors asked for clarification regarding what paperwork was provided to the emergency department when Licensee A drove Resident 1 for treatment on 10/27/2025. Licensee A stated s/he had been rushed to drive Resident 1 to the emergency room due to scheduling restraints and s/he did not have a recent copy of Resident 1's medication list or MAR when Resident 1 was dropped off.	N 434		
Y3234	50.09(1)(e) Treatment (1) RESIDENTS' RIGHTS. Every resident in a nursing home or community based residential facility shall, except as provided in sub. (5), have the right to: (e) Be treated with courtesy, respect and full recognition of the resident's dignity and individuality, by all	Y3234		

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Y3234	Continued From page 3 employes of the facility and licensed, certified or registered providers of health care and pharmacists with whom the resident comes in contact. This Rule is not met as evidenced by: Based on observation, record review and interview, the provider did not ensure 1 of 1 resident was treated with courtesy, respect and full recognition of the resident's dignity and individuality. Resident 1 experienced respiratory symptoms and staff requested him/her to quarantine to protect staff who have a medical condition. Findings include: On 11/03/2025, at approximately 11:15 AM, Surveyor interviewed Administrator A who stated Resident 1 was not feeling well on 10/27/2025 and Resident 1 went to the Emergency Room for evaluation. On 11/03/2025, Surveyors reviewed Resident 1's record. Resident 1 was admitted to the facility on 06/04/2024, with diagnoses including Stage 3 Chronic Kidney Disease, Type 2 Diabetes, Schizoaffective Disorder, Bipolar Disorder, Urinary Retention, Chronic Pain, elevated liver enzymes, and Hypothyroidism.	Y3234		

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Y3234	Continued From page 4	Y3234		

Resident 1's Care Plan, dated 06/04/2024, documented Resident 1 is capable of self-supervision, requires some assistance with self-care, and makes own decisions.

Resident 1's medical documentation stated s/he presented to the hospital with upper respiratory symptoms on 10/27/25, for the last 6-7 weeks. Resident 1 was admitted due to acute liver and heart changes, and respiratory viruses/causes were ruled out during Resident 1's hospitalization from 10/27/2025 - 10/29/2025.

On 11/03/2025, at approximately 11:30 AM, Surveyors asked Caregiver B if they could meet with Resident 1. Caregiver B stated, "Oh yeah, [s/he] is downstairs. [S/he] has been in quarantine."

On 11/03/2025, at approximately 11:30 AM, Surveyor interviewed Resident 1. Resident 1 stated s/he had been experiencing respiratory symptoms for a couple of weeks and had been asked by facility staff to quarantine to avoid exposing staff members. On 10/27/2025, s/he requested to receive medical assistance and Administrator A drove Resident 1 to the Emergency Room for evaluation. Resident 1 explained s/he was hospitalized for a couple of days but did not test positive for any respiratory viruses. Resident 1 then stated, since s/he had returned, s/he had still been asked to quarantine but s/he explained that the facility employs a staff member who had a history of an organ transplant who had recently gotten sick and almost rejected their organ transplant. Resident 1 stated staff have been extra careful since this incident with this staff member and continues to request Resident 1 to quarantine to his/her room even after s/he had been ruled out for respiratory

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Y3234	Continued From page 5 viruses. On 11/11/2025 at 4:00 PM, Surveyors interviewed Administrator A. Surveyors discussed their interview with Resident 1. Administrator A stated a resident should never feel like they are being quarantined, if there is no medical rationale. Administrator A stated s/he would be discussing this concern with staff.	Y3234		