STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0010457	A. BUILDING: _____ B. WING _____	C 09/18/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CRANBERRY COURT 1 LLC	1031 HEELER AVENUE TOMAH, WI 54660

(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 09/12/2025, Surveyor conducted a complaint investigation at Cranberry Court 1 LLC. Data collection continued through 09/18/2025. The complaint was unsubstantiated. Two deficiencies were identified. Census: 10	N 000		
N 200	83.14(2)(e) Notify within 7 days of administrator change The licensee shall notify the department within 7 days after there is a change in the administrator. This Rule is not met as evidenced by: Based on record review and interview, the licensee did not notify the department within 7 days after there was 1 of 1 change in the administrator. Findings include: On 09/12/2025 at 11:23 AM, Surveyor entered the facility and asked to speak to the designated administrator of the facility. Administrator A introduced him/herself and stated s/he had overseen the Community-Based Residential Facility (CBRF) since 11/04/2024 when the CBRF was sold to Owner B by Licensee C. Surveyor asked if Licensee C was still involved with the CBRF as s/he was listed as the administrator per department records. Administrator A informed Surveyor that Licensee C was no longer involved with the CBRF, effective 11/04/2024. Administrator A stated s/he "answered" to Owner B. Administrator A informed Owner B that Surveyor was present to conduct a survey.	N 200		

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

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N 200	Continued From page 1 On 09/12/2025 at 2:50 AM, Surveyor interviewed Administrator A and Owner B. Owner B confirmed the CBRF was officially sold to him/her by Licensee C on 11/04/2025. Owner B stated Licensee C had health issues and was not involved with the CBRF anymore. When asked if the Department was notified of the change, Owner B stated s/he had not. On 09/12/2025, Surveyor reviewed the Department's electronic file for any correspondences related to this facility for administrator change, effective 11/04/2024. No communication had been received regarding the change from Licensee C to Administrator A.	N 200		
N 389	83.35(3)(d) Service plans updated annually or on changes Individual service plan review. Annually or when there is a change in a resident ' s needs, abilities or physical or mental condition, the individual service plan shall be reviewed and revised based on the assessment under sub. (1). All reviews of the individual service plan shall include input from the resident or legal representative, case manager, resident care staff, and other service providers as appropriate. The resident or resident ' s legal representative shall sign the individual service plan, acknowledging their involvement in, understanding of and agreement with the individual service plan. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure Resident 1's individual	N 389		

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N 389	Continued From page 2	N 389		

service plan (ISP) was updated to include new interventions related to pain and behavior management.

Findings include:

The provider is licensed to care for 14 residents in the client groups irreversible dementia/Alzheimer's disease, physically disabled, advanced aged, traumatic brain injury, developmentally disabled, emotionally disturbed/mental illness, and terminally ill.

On 09/12/2025 at 11:23 AM, Surveyor interviewed Administrator A. Administrator A indicated Resident 1 was on multiple medications to help with pain. Administrator A stated Resident 1 would demand all his/her pain medications to be given all at once and did not understand the timing of his/her medications. This would cause Resident 1 to get upset at staff.

On 09/12/2025 at 11:57 AM, Surveyor interviewed Resident 1. Resident 1 stated s/he had pain all the time and it would be in his/her knees, hips, arms, or back. Resident 1 stated s/he wanted more pain medication than what s/he could have. Resident 1 stated ice packs and rest would also help with the pain. Resident 1 showed Surveyor a supplemental bottle of collagen s/he kept in his/her nightstand drawer. Resident 1 stated s/he took the medication on his/her own and had bought it from a local store.

On 09/12/2025 at 12:40 PM, Surveyor interviewed Caregiver D and Caregiver E. Caregiver D stated Resident 1's pain depended on the day. Caregiver D stated some days Resident 1 would constantly "beg" for pain medication. Caregiver D indicated s/he thought

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some of Resident 1's behavior was related to loneliness, boredom, and anxiety.

On 09/12/2025 at 12:47 PM, Surveyor interviewed Administrator A. Administrator A stated their electronic charting system would prompt staff to follow-up 1 hour with a resident after pain medication administration to determine its effectiveness. Administrator A stated staff were able to offer non-medication interventions for pain such as ice packs, heat, rest, elevation, and exercise. Administrator A indicated Resident 1 would call his/her physician daily and would reach out to local pharmacies to deliver over the counter medications to him/her. Resident 1 had been ordering medications to help with sleep, but s/he already was receiving an ordered medication by his/her physician for sleep. Administrator A stated Resident 1 was following with behavioral health but kept canceling his/her appointments and was non-compliant. Surveyor informed Administrator A about the bottle of collagen in Resident 1's room and Administrator A stated s/he was not aware of it but would address it with Resident 1.

On 09/12/2025 at approximately 1:30 PM, Surveyor reviewed Resident 1's record. Resident 1 was admitted on 08/30/2025 and was his/her own decision maker. Resident 1 had diagnoses that included type 2 diabetes, depression, anxiety, and prolonged grief disorder. The ISP was last updated on 09/10/2024. The ISP indicated the provider managed Resident 1's medications. The ISP indicated under medication management that Resident 1 would take more medicine than needed if allowed to administer it on his/her own. The ISP indicated Resident 1 was being administered psychotropic medications related to specific behaviors, but did not describe

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the behaviors in detail or the rationale for use. The ISP had no detail under pain management. The ISP read in part, "9/20/24: Resident can get very upset and verbal with staff if they don't give [him/her] medications [s/he] is requesting. [S/He] may yell and/or say unkind things."

Staff observation notes dated 04/01/2025 to 07/31/2025 indicated there were multiple incidents where Resident 1 would request pain medications frequently before they were due to be given. There were two documented incidents where Resident 1 was found in other resident's rooms looking through their belongings. The notes indicated Resident 1 would attempt to pocket his/her medications.

The medication administration records (MARs) from April 2025 to July 2025, indicated Resident 1 was administered the following psychotropic medications in part:

Temazepam 15 mg - give 1 capsule daily before bedtime for difficulty sleeping

Lorazepam 0.5 mg - give 1 tablet 2 times daily for anxiety

Duloxetine 60 mg - give 1 tablet daily for depression

Duloxetine 30 mg - give 1 tablet daily for depression

Trazadone 50 mg - give 1 tablet daily at bedtime for insomnia

Aripiprazole 5 mg - give 1 tablet daily for major depressive disorder

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N 389	Continued From page 5 Phenazopyridine HCL 95 mg - give 1 tablet 3 times daily as needed for pain Melatonin 3 mg - give 1 tablet every night as needed for sleep Cyclobenzaprine 10 mg - give 1 tablet three times daily as needed for muscle spasms Cyclobenzaprine 5 mg - give 1 or 2 tablets three times daily as needed for muscle spasms Tramadol 50 mg - give 1 tablet every 8 hours as needed for pain. On 09/12/2025 at 2:00 PM, Surveyor interviewed Administrator A and Owner B. Administrator A stated it was hard to help Resident 1 manage his/her medical concerns when s/he was his/her own decision maker as Resident 1 would speak directly to his/her medical team and not inform the provider about his/her appointments. Administrator A stated they would send a form with Resident 1 to his/her appointments with concerns written on it, but they would never receive the form back. Administrator A recently spoke to Resident 1's physician's office to let them know his/her current pain regimen was not working. Administrator A stated Resident 1 was dependent on medication for everything and had told him/her that s/he wanted the medication to get "high". Administrator A stated Resident 1 had a history of over-the-counter medication abuse and was addicted to pain medication and Xanax. Administrator A stated s/he had reached out to Resident 1's case manager informing him/her about Resident 1 refusing to go to his/her behavioral health appointments. On 09/18/2025 at 5:21 PM, Surveyor received an	N 389		

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N 389	Continued From page 6 email from Nurse Case Manager F, which read in part, "[Resident 1] has had chronic ache/pressure pain in [his/her] bilateral knees and low back since care team met [him/her] in October 2024. Pain assessment done in October 2024 was a 4 (0-10 scale), managed pain with pillows under [his/her] knees, prn [sic] pain medications and rest. Pain assessment done in April 2025, [Resident 1] could not stay focused due to [his/her] anxiety and Face scale was used for [him/her] to identify pain level at a 10. [S/He] identified rest, prn and scheduled pain medications help with relief. Anxiety levels interfere with [his/her] memory and it is noted that member shadows/mimics other residents ... [Resident 1] now has a calendar in [his/her] room with all [his/her] appointments identified for reference ...[his/her] short term memory is impaired, it is difficult to keep [him/her] to task or redirect [him/her] at these times." The email indicated Resident 1 would make frequent calls to the clinic and made lots of appointments but ended up canceling them. As a result, Resident 1 had been assigned a nurse clinic care coordinator to assist him/her with making all his/her medical appointments. The email indicated the provider had reached out to the nurse clinic care coordinator regarding pain management and received intervention recommendations. The email read in part, "It is noted that [Resident 1] will ask for more medications (includes anxiety and pain), the staff will relay to [him/her] that [s/he]has already received what [s/he] can, [s/he] will get upset with them and become verbally belligerent with them ...[Resident 1] also watches a lot of TV, [s/he] sees over the counter type of medications and treatments for pain, [s/he] will take upon [him/herself] to go online and order these items."	N 389		

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N 389	Continued From page 7 Resident 1's ISP had not been updated for over 1 year and did not include Resident 1's behaviors related to medication, new interventions for pain management, psychotropic medications administered and the specific behaviors in detail or the rationale for use, and behavior management for anxiety and verbal aggression towards staff.	N 389		