STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018873	A. BUILDING: _____ B. WING _____	C 03/12/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
RIDGE AT MADISON (THE)	2879 FISH HATCHERY ROAD FITCHBURG, WI 53713

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N 000	Initial Comments On 03/11/2025 with information gathered through 03/12/2025, Surveyor conducted 2 complaint investigations at The Ridge at Madison, a CBRF located in Fitchburg, WI. As a result of the investigation, 2 violations of Chapter DHS 83 were issued. Both complaints were substantiated. Census: 14	N 000		
N 355	83.32(3)(k) Rights of Residents: Self-determination In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Self-determination. Make decisions relating to care, activities, daily routines and other aspects of life which enhance the resident ' s self reliance and support the resident ' s autonomy and decision making. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure that residents were able to make decisions relating to aspects of life which would enhance the residents' self-reliance and support residents' autonomy and decision making. Facility removed resident personal refrigerators without notice or asking residents' preference. Findings include: On 12/20/2024, the Department received a complaint that alleged the provider removed residents' personal refrigerators without notice or asking residents.	N 355		

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

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N 355	Continued From page 1 On 03/11/2025 at 9:15 AM, Surveyor toured the physical environment. OBSERVATIONS AND INTERVIEWS: Resident 1's bedroom did not have a personal refrigerator. On 03/11/2025, Surveyor reviewed Resident 1's medical record. Resident 1 was admitted 03/05/2024. There was no documented assessment that would indicate that Resident 1 could not possess small appliances in his/her room. On 03/11/2025 at 10:00 AM, Surveyor interviewed Resident 1. Resident 1 stated that s/he had a refrigerator and that it was his/her personal refrigerator, "But they took it out and said the building couldn't handle the electricity. This hadn't been an issue previously." Resident 2's bedroom did not have a personal refrigerator. On 03/11/2025, Surveyor reviewed Resident 2's medical record. Resident 2 was admitted 04/18/2024. There was no documented assessment that would indicate Resident 2 could not have small appliances in his/her bedroom. On 03/11/2055 at 10:20 AM, Surveyor interviewed Resident 2. Resident 2 stated, "They took my fridge for no reason, didn't tell me or anything. It was my fridge, they don't have a right to just take my stuff! I like to keep food and drinks in case I get hungry. My power went out recently and they didn't turn it back on for a week!" Surveyor asked if a reason was given for the removal of the	N 355		

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N 355	Continued From page 2 refrigerator. Resident 2 stated, "Nope! they just took it!" Resident 3's bedroom did not have a personal refrigerator. Resident 4's bedroom did not have a personal refrigerator. On 03/11/2025 at 11:00 AM, Surveyor interviewed Administrator A. Administrator A stated that refrigerators were removed in the whole building (CBRF) because the building could not handle the electricity. Administrator A stated that residents could store personal food and drink in the common refrigerator that facility provides. Surveyor asked Administrator A when the issues with the building had arisen. Administrator A did not have an answer.	N 355		
N 489	83.44(2)(a) Rooms clean and free from odors. The CBRF shall keep all rooms clean and shall make reasonable attempts to keep all rooms free from odors. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure that Resident 1's bedroom was free from odors. Resident 1's bedroom smelled strongly of urine. Findings include: On 03/11/2025, Surveyor toured the physical environment. There was a strong smell of urine in the common area outside of Resident 1's bedroom. The smell	N 489		

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N 489	Continued From page 3 could be detected from at least 10 feet from Resident 1's bedroom. Surveyor entered Resident 1's bedroom and the smell of urine was extremely strong to the point that Surveyor had to leave the room. On 03/11/2025 at 11:00 AM, Surveyor interviewed Administrator A. Administrator A acknowledged that Resident 1 is incontinent of urine and the smell can be strong. Administrator A stated that staff had not had a chance to clean Resident 1's room yet. Administrator A stated that s/he would have staff clean Resident 1's room as soon as possible.	N 489		
N 496	83.45(1)(e) Electrical, mechanical, water supply Systems. The CBRF shall maintain all electrical, mechanical, water supply, plumbing, fire protection and sewage disposal systems in a safe and functioning condition. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that the electrical system was maintained in a safe and functioning condition. The electricity in Resident 1 and Resident 2's rooms was not functioning for up to 8 days. Findings include: On 02/10/2025, the Department received a complaint that the electricity in resident rooms was not working properly. On 02/24/2025, Surveyor received a report dated 02/10/2025 from the Fitch-Rona EMS. Report indicated that EMS responded to a call on	N 496		

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N 496	Continued From page 4 02/10/2025 at 7:38 PM at the facility. Resident 1 had an unwitnessed fall. Report indicated that upon arrival, the lights did not work in Resident 1's room and EMS had to use flashlights to see Resident 1. "The room is so dark to the point that flashlights are required to visualize the patient with any clarity. Report indicated that Resident 1 was attempting to transfer from wheelchair to his/her bed and s/he slid between the bed and wheelchair. Resident 1 told EMS that his/her call light pendant did not work so s/he could not alert staff. EMS stated that the battery in the pendant appeared to be dead. Report indicated that Administrator A was called and s/he stated that the electricity had been on ongoing issue and an electrician had not been contacted yet. On 03/11/2025, Surveyor reviewed facility documentation dated 02/10/2025, regarding the incident on 02/10/2025. Caregiver B gave a written statement dated 02/10/2025. Caregiver B wrote, "Resident 1 was found on the floor and could not get up. Had to call 911 to help him/her off the floor. EMS said they needed to report to DHS because the power was out and the only light was from the hallway." On 03/11/2025 at 09:15 AM, Surveyor interviewed Administrator A. Administrator A stated that the electricity had, "been an issue for a little while, but I wasn't able to connect with an electrician for a couple days." Surveyor asked when the incident occurred. Administrator A stated that the incident occurred on 02/10/2025. Surveyor asked how long the electricity was out in Resident 1's room. Administrator A stated that the electricity was not functioning in Resident 1 and Resident 2's room for about 2 days. On 03/11/2025, Surveyor reviewed an invoice that	N 496		

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N 496	Continued From page 5 confirmed electricity was fixed in Resident 1 and Resident 2's bedrooms. The service date was documented as 02/18/2025, 8 days after the incident. On 03/11/2025 at 10:30 AM, Surveyor interviewed Resident 2. Resident 2 stated, "My electricity didn't work for a week. They didn't get it fixed for a week and the poor person next door fell because the lights don't work!" On 03/11/2025 at 11:40 AM, Surveyor asked Administrator A why it took so long to get the electricity fixed. Administrator A did not answer.	N 496		