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| ABRIDGE CARE COTTAGE OF KEWAUNEE | 1100 BAUMEISTER DR KEWAUNEE, WI 54216 |

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| {N 000} | Initial Comments<br><br>On 04/23/2026 with additional information gathered through 04/28/2026, Surveyor conducted a verification visit and complaint investigation at Abridge Care Cottage of Kewaunee. As a result, 1 of 1 previous deficiencies was corrected.<br><br>One (1) of 1 complaints was substantiated and 1 deficiency was identified. This is a repeat deficiency. See Statement of Deficiency (SOD) XEWR11, dated 11/09/2022.<br><br>Under statutory provisions of WI Stat. Ch. 50 a $200 revisit fee is being assessed.<br><br>Census: 18 | {N 000} | | |
| N 389 | 83.35(3)(d) Service plans updated annually or on changes<br><br>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.<br><br>This Rule is not met as evidenced by:<br>Based on record review and interview, the provider did not ensure Individual Service Plans | N 389 | | |

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

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(ISPs) were updated to reflect the needs of Resident 3.

Resident 3's ISP was not updated to reflect his/her needs and individualized interventions related to toileting, bathing, transfers, skin integrity and behaviors. Resident 3 displayed both verbal and sexually inappropriate behaviors towards staff and tended to refuse care and medications.

This is a repeat deficiency. See Statement of Deficiency (SOD) XEWR11, dated 11/09/2022.

Findings include:

On 03/31/2026, the Department received a complaint alleging care concerns specific to medications and showers.

On 04/23/2026, Surveyor conducted a verification visit and complaint investigation at the facility.

On 04/23/2026 at 1:10 PM, Surveyor reviewed Resident 3's record and noted s/he makes his/her own decisions and has a managed care organization (MCO). Resident 3 was admitted to the facility on 06/20/2025 with diagnoses to include rheumatoid arthritis, abnormal c-reactive protein, inflammatory arthritis, type 2 diabetes, delayed closure of left groin wound, sleep apnea, polymyalgia rheumatica, hypothyroidism, hyperlipidemia and cardiomyopathy.

Surveyor reviewed 2 ISP's in Resident 3's record to include a 30-day ISP dated 06/23/2025 and a second ISP dated 12/02/2025.

Review of Resident 3's 30-day ISP, dated 06/23/2025, included signatures from his/her care

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team and Executive Director (ED) A. There were no signatures from Resident 3. The ISP reflected Resident 3 is diabetic, was at risk for falls, uses a walker and wheelchair for ambulation, requires 24-hour supervision, "makes own decisions with support" and assistance with medication administration. The ISP read in part:

-- "Oxygen Therapy: Sign on door, supplies changed, switch to portable tank when out of room. Oxygen orders: O2 @ 4-5NC [sic] ... daily ... oxygen per orders, staff to switch out condenser and portable tank for meals and programming. Order from: [blank]."

-- "Medication Management - Staff Administer: ... requires staff to manage/administer medications. To receive assistance from staff with managing/administering medications per physician's orders."

-- "Ambulation - Unable: ... unable to ambulate without assist. Requires: [blank]. Move from point to point safely."

-- "Bathing - Full Assistance: Daily @ as needed ... requires full assistance from staff to complete bathing tasks ... maintain good personal hygiene."

-- "Fall Risk Level 2: ... has sustained falls due to weakness ... to prevent falls, staff should ensure [his/her] call button is within reach at all times and provide support for transfers to/from wheelchair and bed ... identified concerns posing risk to fall ..."

-- "Toileting Program - Full Assist: Hands on assistance and/or cuing as needed to maintain 3-4x while awake and 2x at NOC toilet schedule.

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| N 389 | Continued From page 3<br>Assist with un/dressing, wash/wiping and changing incontinence products. Remove soiled products immediately ... requires assistance with bedside urinal if [s/he] does not wish to get up to use the toilet ... To remain clean, free of odor and breakdown."<br><br>-- "Transfer - 2 Assist Pivot or Sit-to-Stand: ... able to bare weight and pivot transfer at times. Sit-to-stand lift has been provided by Hospice to assist resident with transfers when resident is feeling especially weak. Staff to document and notify admin of residents decline in ability to bare weight or pivot."<br><br>Review of Resident 3's second ISP, dated 12/02/2025, was the current ISP in place as of 04/23/2026. The ISP was unsigned, reflected Resident 3 also uses an electric wheelchair and read in part:<br><br>-- "[Hospice N] Palliative Care: Call [Hospice N] for palliative care needs."<br><br>-- "Monitoring - BM: Staff to monitor bowel movements and document once per shift ... If no bowel movements noted in 3 days or greater staff to offer PRN stool softener ... (in addition to scheduled if applicable), notify leadership and MD. Encourage fluids for residents taking narcotic medications or with history/recurrent constipation ... monitor for s/s of constipation and/or loose stools ... monitor ..."<br><br>Review of an "H&P Note" completed by Nurse Practitioner (NP) P on 08/14/2025 reflected Resident 3 was seen for a routine visit and medication review, and the following was noted:<br><br>"[Resident 3] has a history of dizziness, heart | N 389 | | |

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disease, difficulty hearing and chronic pain ... multiple medical problems, takes multiple medications and requires monthly visits for optimal medication management ... reports [s/he] never checked [his/her] blood sugars at home ... While [s/he] has the right to refuse Accu-Chek's ... [s/he] was highly advised against this given [his/her] history of hypoglycemia ... Pleasant today ... continues to be very demanding to staff intermittently ... insulin dependent diabetic ... able to make all needs known ... total assist with ADLs due to [his/her] size and inability to properly clean [him/herself] ... typically transfers with a wheelchair due to [his/her] dyspnea on exertion ... could be continent, but often is incontinent or uses a urinal for bladder, mostly continent of bowel."

Review of a "Rounding Form" completed by NP O on 01/28/2026 reflected Resident 3 was seen at the facility for a routine visit. NP O notes concerns on the form which state, "Refusing Lantus ... Refuses TED [sic] hose ... Rash - Buttocks ... Weeks - Drainage of [sic] bed ... sliding in/out of bed ... underwear rubbing ... behind [genitals]: Hx Boils ... RN drained ... still tender ... [Gluteal fold] sore open skin ... Boil on [genitals] ..." There was an order from NP O for a wound care evaluation with skilled nursing care due to "groin wound/boil/cellulitis" along with a prescription antibiotic for Bactrim DS with instructions for 1 tablet to be administered by mouth 2 times a day for 10 days. NP O also notes "monitor moods - [Resident 3] refusing medications for management;" and "keep Lantus as scheduled - [Resident 3] will refuse if not eating."

Review of an additional "Rounding Form" completed by NP O on 02/25/2026 reflected

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| N 389 | Continued From page 5<br><br>Resident 3 is not sleeping due to pain, is constipated and there is an increase in edema with "spidering redness." (Surveyor note: There is no documentation on the form identifying the location of the edema or any skin integrity concerns.) The form also reflects Resident 3 is independent with 4-wheeled walker and identifies "very minimal." NP O orders home health skilled nursing care along with physical and occupational therapy and medication changes to include: take Senna 8.6 mg by mouth daily for constipation; acetaminophen 325 mg tablet, take 2 tablets as needed every 6 hours for pain; and "start Hydrocodone 5-325 mg tablet, take 1 tablet PO Q6H PRN pain - No beer in room with narcotic use."<br><br>Observation notes from 02/01/2026 to 04/23/2026 document Resident 3's refusals of care and medications, substance use and displays of verbal aggression towards staff. The observation notes read in part:<br><br>-- 02/19/2026, 7:15 PM: "Staff found beer in resident's room. Staff told resident that [s/he] cannot have that without a doctor's order."<br><br>-- 02/26/2026, 11:00 PM: "Resident seen in house by PCP on 02/25/2026 ... referral for PT/OT and HH SN [sic] ... start Hydrocodone 5-325 mg tablet, take 1 tablet PO [by mouth] Q6H [every 6 hours] PRN [as needed] pain [sic] ... NO BEER IN ROOM WITH NARCOTIC USE ... use acetaminophen 325mg tablet x2 (650mg total) Q6H PRN pain ..."<br><br>-- 03/05/2026, 11:00 PM: "I walked into resident's room just before 11pm to clean the bathroom. The second the door opened I could smell the overwhelming sent of [marijuana]. Resident | N 389 | | |

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seemed to take longer than usual to answer the knock at the door ... I asked if I could just clean the bathroom quick ... As I walked farther into the room the [marijuana] smell got more potent ... ED [Executive Director] aware."

-- 03/06/2026, 8:00 PM: "Resident refused [his/her] insulin tonight said that the order was wrong and that [s/he] could not take it if [his/her] blood sugar was under 150."

-- 03/08/2026, 11:30 PM: "I went to empty [Resident 3's] urine tanks ... stated [s/he] is nauseous because [s/he] doesn't have [his/her] [marijuana] [s/he] doesn't know what [s/he's] going to do."

-- 03/09/2026, 9:15 AM: "Resident has gotten angry with staff calling ED names and told staff to take the 30-day notice and shove it up your [explicit]. Police were called ..."

-- 03/11/2026, 5:30 AM: "Resident called for assistance with the commode. While in there, resident made comments ... that [s/he] barely had any [marijuana] on [him/her] and it's the only thing that makes [him/her] not puke and that it's been that way since [s/he] was a kid ..."

-- 03/15/2026, 2:00 AM: "Residents meter was alarming low blood sugar of 60. Staff got resident orange juice with sugar added and made [him/her] a peanut butter and jelly sandwich. Resident sipped on the orange juice refusing to drink it all ... Staff will go and recheck blood sugar ... refused any assistance from staff as [s/he] was planning on moving from [his/her] bed to [his/her] chair ... very rude to staff ..."

-- 03/15/2026, 9:45 PM: "Resident called facility

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stating ... [s/he] needs assistance cooling off [his/her] room ... When staff arrived the bathroom door in [his/her] room was already closed ... Staff told resident the bathroom door was already shut and resident snapped and said, 'yeah it's because I already did it, I hit it with my bar and almost fell, ended up falling back into the chair.' Staff told resident that [s/he] did not have to yell ... Resident snapped and started yelling, staff did tell resident that if [s/he] was going to continue to yell that [s/he] would walk out of [his/her] room because [s/he] was not going to be yelled at ... staff left [his/her] room ... Resident should be a TWO staff at all times, due to behaviors at this time. ED aware."

03/16/2026, 9:45 AM: "Resident is now a 2 person at all times due to behaviors. Resident called and asked for assistance ... Resident has been rude to staff most of the day with [his/her] comments."

03/16/2026, 9:15 PM: "Resident was heard yelling/grunting from [his/her] room ... staff went to assess resident and found [him/her] sitting in [his/her] recliner loudly grunting. Staff asked resident if [s/he] was okay ... Resident responded with 'well I just got to my chair and I almost fell multiple times' ..."

03/18/2026, 5:45 AM: "Resident was heard down the hall pleasuring [him/herself] ... Door was left open from previous encounter with both staff ..."

03/24/2026, 10:00 PM: " ... Resident refused shower, had a bed bath again this week."

03/26/2026, 4:30 PM: "Resident was seen by the PCP in house ... referral to PT/OT for mobility issues ... monitor for symptoms of hypotension,

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| N 389 | Continued From page 8<br>otherwise no acute concerns ..."<br><br>03/27/2026, 10:30 PM: "Resident called the facility asking for a Hydro [sic] for unbearable back pain ... told [him/her] the Hydro was discontinued due to [his/her] use of alcohol and [marijuana] ... offered lidocaine patch and Tylenol that [s/he] has ordered as PRN medications; resident refused both stated that [s/he] only wanted one Hydro to take the edge off ... Staff asked one more time if [s/he] would like the PRN medications, [s/he] has ordered and [s/he] refused ..." (Surveyor note: Review of a physician note by NP O, dated 03/09/2026 reflected the order for hydrocodone 5mg-acetaminophen 325 mg tablets was discontinued as of 03/09/2026.)<br><br>03/29/2026, 12:15 AM: "Resident called the facility ... stated that [s/he's] in agonizing pain and can't get comfortable staff offered resident [his/her] PRN Tylenol and PRN lidocaine patches, which resident refused said they don't touch [him/her] ..."<br><br>03/29/2026, 2:00 AM: "Resident was heard yelling from the dining room area."<br><br>03/30/2026, 3:00 AM: "Resident heard yelling from the kitchen multiple times throughout the night."<br><br>03/30/2026, 8:45 PM: "Resident called and said [s/he] wanted staff to take resident room tray ... resident was complaining about the toilet ... resident then proceeded to tell staff that if we hear screaming it is [him/her] due to falling and to come get [him/her] right away."<br><br>03/31/2026, 4:30 AM: "Resident was offered a hot shower and PRN Tylenol or lidocaine patch. | N 389 | | |

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| N 389 | Continued From page 9<br>Resident refused the shower because of the lightning storm ... also states [s/he] can't stand up to even get to [his/her] chair if [s/he] wanted to that [s/he] was scared of falling. Resident then demanded [his/her] Hydrocodone again."<br><br>03/31/2026, 6:45 PM: "Resident refused shower tonight."<br><br>04/14/2026, 8:15 PM: "Resident refused shower [s/he] said [his/her] knee hurt and [s/he] is not able to stand up and it's storming outside."<br><br>04/21/2026, 10:00 PM: "Resident had shower tonight."<br><br>Review of Resident 3's March 2026 and April 2026 Medication Administration Records (MAR) documented refusals with his/her scheduled insulin medication. The MARs reflected: "Lantus Solostar 100 units/mL. Prime w/2 units inject 60 units [subcutaneous] twice daily for diabetes. Hold if BS <100 or if PT not eating. Hold if blood sugar is a 100 or below." Scheduled for 8:00 AM and 8:00 PM. The following refusals were noted:<br><br>03/01/2026, 8:08 AM - "Refused by Resident - Reason - [blank]." Blood sugar: 119<br><br>03/06/2026, 8:12 PM - "Refused by Resident - Reason - Resident refused [his/her] insulin told me that the order is wrong and cannot have insulin under 150." Blood sugar: 136.<br><br>03/20/2026, 7:36 AM - "Refused by Resident - Reason - under 150 per resident." Blood sugar: 124.<br><br>03/24/2026, 7:43 AM - "Refused by Resident - Reason - blood sugar 160 refused insulin." | N 389 | | |

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| N 389 | Continued From page 10<br><br>04/18/2026, 7:09 AM - "Refused by Resident - Reason - bs [blood sugar] 138."<br><br>Review of Resident 3's task administration record (TAR) from March 2026 and April 2026 prompted for, "Personal Cares AM" and "Personal Cares HS [hour of sleep]" and reflected "oral care: full assist, grooming: full assist, hygiene: full assist and dressing: full assist." The March 2026 TAR refusals were charted on 4 out of 31 days (03/14/2026, 03/16/2026 (AM & HS) and 03/29/2026) and included the following responses, "Resident does this [him/herself]," "Resident refuses staff help," "Resident doesn't allow staff to help," and "Resident states [s/he] can do it alone." (Surveyor note: There were an additional 5 out of 31 days (03/03/2026, 03/05/2026, 03/10/2026, 03/19/2026 and 03/20/2026) that did not contain documentation.) The April 2026 TAR reflected 1 refusal out of 23 days (04/02/2026) due to "[S/he] doesn't ever want to be washed up."<br><br>During an interview with Resident 3 on 04/23/2026 at 2:25 PM, Surveyor observed him/her sitting in a recliner chair with a 4-wheeled walker in front of him/her. There was a portable urinal with a long tube connecting to a 3 to 4 gallon reservoir at bedside and an electric wheelchair against the wall. Resident 3 was obese, had a nasal canula on his/her face and appeared to be exhausted and short of breath. When Surveyor asked if s/he was okay, Resident 3 confirmed s/he was and stated s/he struggles with constipation and s/he just attempted to use the commode. S/he reported, "I get exhausted easily." Resident 3 confirmed staff assist him/her with bathing, wiping after a bowel movement, emptying his/her urinal tank, medications and | N 389 | | |

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bringing food trays to his/her room. S/he identified s/he wears continuous oxygen, has limited mobility and spends most of the day in his/her room either in bed or chair. Resident 3 stated, "It's a lot to get in my wheelchair and most staff don't know how to work it. I have to tell them." S/he denied using a mechanical lift for transfers and stated, "I transfer myself. They can't lift me." Resident 3 reported staff have tried to use the mechanical lift before, but "it didn't fit right and I felt like I was going to fall." Resident 3 also stated staff assist him/her with showers once per week and "If I miss it, I need to wait a week." Resident 3 acknowledged s/he refuses showers at times and stated, "I turned one down last week. There was a lightning storm, and I wasn't getting in the shower during that."

On 04/23/2026 at 12:05 PM, Surveyor interviewed Caregiver G who reported, "I don't do cares for [Resident 3] because [s/he] made sexual comments towards me. It was really uncomfortable." S/he also stated Resident 3, "Gets angry at us. [S/he] will yell and scream and will refuse certain staff." Caregiver G reported Resident 3 refuses showers "all the time" and his/her insulin medication as "[s/he] wants to control it [him/herself]." Caregiver G confirmed Resident 3 uses a walker and an electric wheelchair and a urinal and commode at bedside. S/he stated staff assist by emptying his/her urinal tank 1 to 2 times each shift and they also set up the commode for bowel movements. Caregiver G also reported they provide as needed assistance with dressing and toileting.

During an interview with Caregiver B on 04/23/2026 at 12:25 PM, s/he reported Resident 3 is independent with activities of daily living, transfers him/herself, lays in bed most of the

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | 0018628 | A. BUILDING: _____ B. WING _____ | R-C 04/28/2026 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| ABRIDGE CARE COTTAGE OF KEWAUNEE | 1100 BAUMEISTER DR KEWAUNEE, WI 54216 |

| (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 |
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time, refuses showers, physical and occupational therapy and medications. S/he stated if Resident 3 refuses a shower staff will provide a bed bath or attempt another day. Caregiver B stated, "[S/he] admitted here on hospice, but [s/he] signed off and [s/he] refuses palliative care." S/he stated, "[Resident 3] threatens everyone with something. [S/he] is very manipulative. [S/he] won't let us do anything care wise."

On 04/23/2026 at 11:35 AM and 3:00 PM, Surveyor interviewed Executive Director (ED) K. ED K discussed Resident 3 was issued a 30-day discharge notice on 03/13/2026 due to non-compliance with the admission agreement, house rules, use of contraband/illegal substances in the facility and threatening to harm him/herself, residents and staff. ED K also reported Resident 3 is "belligerent with staff, sexually inappropriate towards staff and manipulative." S/he reported Resident 3 "does everything [him/herself]" aside from medications, showers and wiping after a bowel movement. S/he confirmed Resident 3 is on continuous oxygen, uses a urinal and commode at bedside and will call the facility on his/her cell phone when s/he needs assistance. S/he reported Resident 3 refuses insulin and Accu-Chek's to test his/her blood sugar. ED K reported Resident 3 believes the order states "anything under 150, but it states under 100 then we don't give [him/her] insulin, and anything over we do." ED K reported Resident 3 is scheduled to have a shower on Tuesdays during second shift, but s/he will refuse "constantly" and "picks and chooses who [s/he] gets." ED K confirmed Resident 3 refused a shower 4 times last month and when this happens staff provide a bed bath. Surveyor reviewed Resident 3's ISP with ED K which s/he identified "was not accurate" and "it says full cares, but we don't do anything for

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| ABRIDGE CARE COTTAGE OF KEWAUNEE | 1100 BAUMEISTER DR KEWAUNEE, WI 54216 |

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| N 389 | Continued From page 13<br>[him/her] because [s/he] doesn't want us to." S/he also stated s/he is not sure if Resident 3 is still on palliative care and "I need to follow up."<br><br>On 04/24/2026 at 9:48 AM, Surveyor interviewed Nurse Practitioner (NP) O who confirmed s/he sees Resident 3 monthly for routine visits at the facility. S/he stated when s/he visits Resident 3 is not dressed appropriately and there are "inappropriate things on TV." NP O stated Resident 3 is bed bound, on continuous oxygen and requires complete staff assistance with cares due to his/her size and inability to properly clean him/herself. NP O reported, "[S/he] can't even get out of bed. [S/he] has a difficult time rolling over when I need to do a skin check." NP O stated Resident 3 is "completely non-complaint with everything. [S/he] refuses medications, creams, skilled nursing care, physical and occupational therapy, hospice and palliative care." S/he stated Resident 3 has had skin integrity concerns "on and off" and refuses skilled nursing visits for wound care. NP O also stated, "[Resident 3] told me in July [s/he] was addicted to narcotics in the past and was not going to use it. Then [s/he] asked for Hydrocodone in February 2026 with a specific dose. I told [him/her] [s/he] can't be drinking alcohol." NP O reported in March 2026 s/he was informed about Resident 3's marijuana use and stated, "I discontinued the Hydrocodone because I can't put [him/her] at risk being high and drunk. Adding the narcotic would give [him/her] more respiratory depression. [S/he] was offered other modalities for pain that [s/he] refused." NP O also stated, "[Resident 3] has become more aggressive within the last 3 months. There has been a change in behavior, definitely a switch for [him/her]."<br><br>On 04/28/2026 at 12:40 PM, Surveyor | N 389 | | |

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| N 389 | Continued From page 14<br>interviewed ED K who acknowledged Resident 3's ISP was not updated to reflect his/her needs and individualized interventions related to toileting, bathing, transfers, behaviors, skin integrity and refusals of care and medications. ED K reported when reviewing Resident 3's TARs s/he realized the shower task was not listed. Surveyor inquired about the "Hygiene: Full Assist" task under "Personal Cares AM" and "Personal Cares HS" in Resident 3's TARs. ED K confirmed this task refers to being "clean and free from odors" and does not reflect showers. ED K reported Resident 3 started refusing showers in March, so s/he advised staff to provide bed baths and document any refusals in observation notes. S/he reported, "[Resident 3] had 3 weeks straight of bed baths because of [his/her] shower refusals." | N 389 | | |