STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018760	A. BUILDING: _____ B. WING _____	C 04/29/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
VITACARE LIVING - STRATFORD I	213721 LEGION ST STRATFORD, WI 54484

(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 04/28/2025, Surveyor conducted 2 complaint investigations at VitaCare Living - Stratford I. Data was collected through 04/29/2025. One of 2 complaints was substantiated. One deficiency was identified. Census: 13	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 record review and interview, the provider did not ensure Resident 1's right to self-determination was respected. Resident 1 was issued a 30-day notice to transfer to a different room. The provider moved Resident 1 prior to the 30 days, which did not allow Resident 1 and Resident 1's legal representative to involve the Long-Term Care Ombudsman and support Resident 1's decision-making and autonomy. Findings include: On 02/18/2025, the Department received a complaint that alleged a resident was moved to a different room against his/her desire.	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 04/28/2025, Surveyor reviewed Resident 1's record. Resident 1 was admitted to the facility 08/28/2023. S/he had multiple diagnoses, including mild cognitive impairment, diabetes, and end stage renal disease. Resident 1 had a legal representative, Guardian C. An admission agreement, signed by Guardian C, and dated 01/16/2025, read, in part: "Resident will not be involuntarily transferred to another unit within the facility, except when necessary for medical reasons, Resident's [sic] welfare or the welfare of other residents or Facility [sic] staff, or if Resident's funding source changes. If Resident's funding source changes, Resident may be required to move to a different unit including a shared unit. Facility will make reasonable efforts to provide Resident with 30 days' notice of such transfers, unless a sooner transfer is necessary to protect the health, safety or welfare of any individual or due to a change in Resident's funding source." A "Notice of Intended Transfer within the Facility," dated 01/27/2025, read: "Resident: [Resident 1] DOB (date of birth): [date] Notice Date: 01/27/2025 Notice of Intended Transfer within the Facility To Those Concerned: Please trust that VitaCare Living continuously strives to meet the ever-changing needs of its residents. This occasionally may be inclusive of room changes in an effort to better serve these needs.	N 355		

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N 355	Continued From page 2 At this time, we'd like to provide notice of a likely move for [Resident 1] relative to meeting [his/her] toileting and transfer assistance needs. We recognize that changes of this nature have the potential for stress, and fully intend to manage the transition with the least amount of disruption as possible ... Current Room Location: #12 Private Proposed Room Location: #7 Shared Residents do have the right to refuse the proposed transfer and may discuss any consequences of a refusal with the below facility contact. Residents may also contact the Office of Ombudsman for Long-Term Care. A facility may conduct a transfer of a resident with less than 30 days' written notice if the transfer is necessary due to: conditions that render the resident's room uninhabitable, the resident's urgent medical needs, or a risk to the safety of another resident. You may contact the Ombudsman for Long-Term Care for questions about your rights as an assisted living facility resident and to request advocacy services ..." An email, dated 02/21/2025, from Ombudsman D to Director B read, in part: "I see the notice was dated the 27th of January - The move occurred before that date - It also states clearly that the resident may refuse the transfer, and it gives my information - The legal agent had contacted me on a Friday and the move happened on a Monday - the 17th - I was out of the office on the 14th - I do believe the rights of the individual may have been violated in that the legal decision maker did	N 355		

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N 355	Continued From page 3	N 355		

not get to speak to me, and it was well within the 30 days of issuance of the notice. Please help me understand why the move could not wait until the 30 days."

An email, dated 02/21/2025, from Director B to Ombudsman D, read, in part: "The moved [sic] happened on the 17th cause [sic] I had 2 admissions coming on the 20th. [sic] That I needed to get rooms ready for."

On 04/28/2025 at approximately 2:30 p.m., Surveyor interviewed Director B and asked why Resident 1 was moved prior to his/her 30-day notice. Director B said the resident that was in the shared room (room #7) would not be able to have a roommate due to his/her behaviors. Director B said there was a married couple moving in and room #7 would need to be used as a shared room. Director B said they moved Resident 1 to room #7 to share the room with one of the new admissions. Surveyor asked Director B why they could not wait for the full 30 days prior to moving Resident 1. S/he said it was to meet their occupancy and get the 2 new admissions admitted to the facility.

On 04/29/2025 at approximately 9:45 a.m., Surveyor interviewed Guardian C on the phone. Guardian C told Surveyor Director B told him/her that Resident 1 would have to be moved, and s/he would be getting a letter. Guardian C said s/he received the letter, which indicated the resident had a right to refuse the move. Guardian C said s/he did not want Resident 1 moved to a shared room due to his/her medical condition. S/he explained Resident 1 received dialysis 3 times per week and was concerned that sharing a room may increase the chance of illness and Resident 1 may not be able to fight off illnesses.

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N 355	Continued From page 4 Guardian C told Surveyor s/he told Director B that s/he did not want Resident 1 moved. Guardian C said Director B told him/her, "It has to be done." Guardian C said Resident 1 was moved on a Monday while s/he was at dialysis. Guardian C said s/he did not know the move was happening that day and s/he said Resident 1 did not know until s/he returned, and his/her belongings were moved to the other room. Guardian C told Surveyor Resident 1 did not like it at all. On 04/29/2025, at approximately 11:15 a.m., Surveyor called Guardian C a second time and asked if Resident 1's funding source was changed. Guardian C told Surveyor it was not. S/he said Resident 1 was with a managed care organization prior to being admitted to the facility and this did not change while Resident 1 resided at the facility. On 04/29/2025 at approximately 10:00 a.m., Surveyor interviewed Administrator A on the phone. Surveyor asked why Resident 1 was not given the full 30 days prior to his/her move. Administrator A said s/he reviewed the state regulations and there was no regulation that stated they needed to provide a 30-day notice for moving a resident within the facility. Administrator A said they provided that notice as a courtesy but it was not required. Administrator A said 3 days prior to the move, Guardian C voiced concerns related to the move. Administrator A said they did move Resident 1's belongings on 02/17/2025, when Resident 1 was at dialysis. S/he said Resident 1 was told prior to him/her leaving for dialysis that they would be moving him/her to the new room. The provider did not honor their admission agreement, or their 30 day written notice and allow Resident 1 30 days prior to moving	N 355		

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N 355	Continued From page 5 Resident 1 within the facility. Resident 1 and his/her legal representative, Guardian C, did not have the chance to meet with Ombudsman D to discuss Resident 1's choices and support his/her right to decision-making and self-direction.	N 355		