

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0017089	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED C 01/27/2026
NAME OF PROVIDER OR SUPPLIER DIMENSIONS LIVING PEWAUKEE EAST			STREET ADDRESS, CITY, STATE, ZIP CODE W232N3471 HUNTERS RIDGE RD PEWAUKEE, WI 53072		
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N 000	Initial Comments On 01/21/2026, with information gathered through 01/27/2026, Surveyor conducted a complaint investigation at Dimensions Living Pewaukee East, a CBRF in Pewaukee, WI. Two deficiencies of Chapter DHS 83 were identified. One deficiency of Chapter DHS 50 was identified. One of 3 deficiencies was a repeat violation. See statement of deficiency (SOD) 4NVT14, dated 05/28/2025. The complaint was substantiated. Census: 18	N 000			
N 352	83.32(3)(h) Rights of Residents: Receive medication In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Receive medication. Receive all prescribed medications in the dosage and at intervals prescribed by a practitioner. The resident has the right to refuse medication unless the medication is court ordered. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 3 of 3 residents reviewed received all prescribed medications in the dosage and at intervals prescribed by the practitioner. Resident 1 missed 32 doses of medication from November 2025 - January 2026. Resident 2 missed 16 doses of medication from	N 352			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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N 352	Continued From page 1 November 2025 - January 2026. Resident 3 missed 30 doses of medication from November 2025 - January 2026. This is a repeat deficiency. See statement of deficiency (SOD) 4NVT14, dated 05/28/2025. Findings include: Example 1- Resident 1 Record review: On 01/21/2026, Surveyor reviewed Resident 1's record and identified the following: Resident 1 was admitted to the provider on 10/06/2025 with diagnosis including anorexia nervosa, chronic migraine with aura, asthma, chronic pain, and mental disorder. Resident 1's medication administration record (MAR) was reviewed from November 2025 - January 2026. The following scheduled medications were not administered on the dates indicated: Aripiprazole 30 mg tablet- Give 1 tablet by mouth once daily for mental disorder. Documented as "med not available" on: 11/06/2025 11/08/2025 11/09/2025 01/13/2026 01/14/2026 Culturelle 10 billion capsule- Give 1 capsule by mouth once daily. Documented as "med not available" on: 11/22/2025 12/16/2025	N 352			

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N 352	Continued From page 2 12/25/2025 01/01/2026 01/15/2026 Triamcinolone 0.1% cream- Apply topically to affected area twice daily. Documented as "med not available" on: 11/13/2025 11/21/2025 11/22/2025 11/23/2025 12/02/2025 12/15/2025 12/28/2025 Lidocaine 5% patch- Apply 3 patches topically on in AM, off at bedtime. Documented as "med not available" on: 11/07/2025 11/14/2025 Wixela 100-50 inhub- Give 1 inhalation by mouth twice daily. Documented as "med not available" on: 12/04/2025 12/06/2025 12/19/2025 Zolpidem Tartrate 5 mg tablet- Give 1 tablet by mouth 30 minutes before bedtime. Documented as "med not available" on: 12/15/2025 12/16/2025 12/17/2025 01/15/2026 01/16/2026 01/18/2026 01/19/2026 Duloxetine Hcl 30 mg capsule- Give 3 capsules (=90 mg) by mouth once daily. Documented as "med not available" on: 01/14/2026	N 352			

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N 352	Continued From page 3 Ferrous Sulfate 325 mg tablet- Give 1 tablet by mouth every other day. Documented as "med not available" on: 01/11/2026 Nac 600 mg capsule- Give 1 capsule by mouth twice daily. Documented as "med not available" on: 01/13/2026 Nurtec Odt 75 mg tablet- Give 1 tablet dissolved on tongue by mouth every other day. Documented as "med not available" on: 01/15/2026 Resident 1's progress notes were reviewed from November 2025 - January 2026. They did not include explanation of the instances above where the medications were not administered. Interview: On 01/21/2026 at approximately 3:00 PM, Surveyor interviewed Resident 1. Resident 1 stated staff administer his/her medications, but s/he didn't always receive all medications as prescribed. S/he stated s/he had been out of the Zolpidem since "last week" and stated when s/he told anyone in management, they always acted like they didn't know. Example 2- Resident 2 Record review: On 01/21/2026, Surveyor reviewed Resident 2's record and identified the following: Resident 2 was admitted to the provider on 08/21/2025 with diagnosis including heart disease, atrial fibrillation, rheumatoid arthritis, Alzheimer's	N 352			

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N 352	Continued From page 4 disease, and vascular dementia. Resident 2's medication administration record (MAR) was reviewed from November 2025 - January 2026. The following scheduled medications were not administered on the dates indicated: Amlodipine besylate 5 mg tablet- Take 1 tablet oral QD. Documented as "med not available" on: 11/15/2025 Atorvastatin 40 mg tablet- Give 1 tablet by mouth at bedtime for hyperlipidemia. Documented as "med not available" on: 11/11/2025 Eliquis 2.5 mg tablet- Give 1 tablet by mouth every morning and at bedtime for atrial fibrillation. Documented as "med not available" on: 11/09/2025 11/11/2025 Not documented on: 12/16/2025 Metoprolol Tartrate 25 mg tablet- Give ½ tablet (=12.5 mg) by mouth every morning and at bedtime for atrial fibrillation. Documented as "med not available" on: 11/11/2025 Not documented on: 12/16/2025 Ft Antifungal topical 2% cream- Apply 1 application topically to buttock twice daily until rash is resolved according to skin care order. Documented as "med not available" on: 12/02/2025 Simply saline wound wash- Cleanse topically to affected area twice daily and as needed for diaper change. Documented as "med not available" on:	N 352			

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N 352	Continued From page 5 12/02/2025 12/06/2025 12/10/2025 Hydrochlorothiazide 25 mg tablet- Give 1 tablet by mouth every morning for hypertension/ congestive heart failure. Documented as "med not available" on: 01/14/2026 Myrbetriq ER 50 mg tablet- Give 1 tablet by mouth every morning for bladder spasms. Documented as "med not available" on: 01/14/2026 01/15/2026 Resident 2's progress notes were reviewed from November 2025 - January 2026. They did not include explanation of the instances above where the medications were not administered. There were 2 additional instances documented that medications were not administered: "01/14/2026 19:40 - Eliquis 2.5 mg tablet- Resident did not get med waiting on order. 01/14/2026 19:38 - Atorvastatin 40 mg tablet- Resident did not get med waiting on order." Interview: On 01/21/2026 at approximately 5:15 PM, Surveyor interviewed Resident 2's Spouse D. Spouse D stated s/he was aware Resident 2 had missed at least 1 dose of Eliquis and another medication, "some time back". S/he stated there are also times the staff don't wake Resident 2 up to eat meals or to take medications, or that medications are given very late at times. Example 3- Resident 3 Record review:	N 352		

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N 352	Continued From page 6 On 01/21/2026, Surveyor reviewed Resident 3's record and identified the following: Resident 3 was admitted to the provider on 02/12/2025 with diagnosis including anxiety, chronic obstructive pulmonary disease, hypertension, type 2 diabetes, attention deficit-hyperactivity disorder, depression, and restless legs syndrome. Resident 3's medication administration record (MAR) was reviewed from November 2025 - January 2026. The following scheduled medications were not administered on the dates indicated: Clonazepam 1 Mg tablet- Give 1 tablet by mouth at bedtime. Documented as "med not available" on: 12/17/2025 01/18/2026 01/19/026 Dextroamp-amphetamin 10 mg tablet- Take 2 tablets by mouth twice daily. Documented as "med not available" on: 12/18/2025 01/18/2026 x2 01/19/2026 x2 01/20/2026 x2 Fluticasone prop 50 mcg ns spray- Give 2 puffs in each nostril once daily. Documented as "med not available" on: 12/29/2025 01/04/2026 01/15/2026 Spiriva handihaler 18 mcg cap- Inhale 1 capsule w/device by mouth once daily. Documented as "med not available" on: 12/04/2025	N 352		

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N 352	Continued From page 7 Trulicity 1.5 mg/ 0.5 ml pen- Inject 1.5 mg under the skin once a week. Documented as "med not available" on: 12/03/2025 Pravastatin sodium 20 mg tablet- Take 1 tablet by mouth every evening. Documented as "med not available" on: 12/30/2025 Geri-mucil powder- Take 1 dose by mouth daily 1 teaspoon. Documented as "med not available" no: 01/15/2026 Jardiance 10 mg tablet- Take 1 tablet by mouth daily. Documented as "med not available" on: 01/13/2026 Metformin hcl 1,000 gm tablet- Give 1 tablet by mouth twice daily. Documented as "med not available" on: 01/28/2026 Polyethylene glycol 3350 powder- Give 17 gm mixed in liquid by mouth once daily. Documented as "med not available" on: 01/15/2026 Resident 3's progress notes were reviewed from November 2025 - January 2026. They did not include explanation of the individual instances above where the medications were not administered. There was documentation related to billing issues with pharmacy and there were 10 additional instances documented that medications were not administered: "11/08/2025 06:34 - Spiriva handihaler 18 mcg cap- The medication is missing from med cart. 11/14/2025 08:14 Spiriva handihaler 18 mcg cap- No med. 11/14/2026 12:36 - Diltiazem 24 H ER 180 mg	N 352			

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N 352	Continued From page 8 cap- On order. 11/16/2025 06:16 - Dextroamp-amphetamin 10 mg tab- Medication not in stock. 11/16/2025 15:06 - Dextroamp-amphetamin 10 mg tab- Not here ordered last night. 11/16/2025 19:09 - Clonazepam 1 mg tablet- Not in cart nurse should have ordered new ones. 11/17/2025 06:52 - Dextroamp-amphetamin 10 mg tab- Do not have medication. 11/20/2025 06:22 - Fluticasone prop 50 mcg ns spray- On order. 12/16/2025 11:23 - Message left for resident case managers and family resident [pharmacy] care intending to stop delivering medication effective 01/04/2026 due to lock (sic) of payment on pass (sic) due balance. Case managers and family was made aware resident does not have the fund to cover pass (sic) due balance and need assistance with payment at this time. ED express the urgent need of resolving this to prevent disruption on med delivery at facility. ED will continue to attempt to work with resident, case managers, and family to assistthis (sic) resident. Will continue to monitor. 12/18/2025 06:33 - Dextroamp-amphetamin 10 mg tab- On order. 01/20/2026 21:57 - Clonazepam 1 mg tablet- Resident did not get med waiting on order." Interview: On 01/21/2026 at approximately 1:15 PM, Surveyor interviewed Resident 3. Resident 3 stated there has always seemed to be issues getting some of his/her medications and was unsure if it was because they ran out or the caregivers just couldn't find them. S/he stated more recently s/he had been out of his/her "Adderall" (Dextroamp-amphetamin) and clonazepam. Resident 3 stated s/he was informed there was a	N 352			

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N 352	Continued From page 9 large bill with pharmacy that had not been paid, which is part of the reason some of these medications were not being filled. S/he stated s/he was unaware of the bill until very recently. Final interviews: On 01/21/2026 at approximately 6:30 PM, Surveyor interviewed Executive Director (ED) A, Assistant Executive Director (AED) B, and Wellness Director (WD) C regarding the concerns with medication administration. WD C stated the medication concerns related to Resident 1 were primarily due to having old scripts from a provider s/he no longer was seeing. WD C and ED A stated Resident 1 was now established with the appropriate providers and medication issues for him/her should be resolved. No one was able to provide information at the time of the interview regarding missing medications for Resident 2. ED A and WD C explained the situation with Resident 3's past due bill with the pharmacy. ED A stated Resident 3 manages his/her own finances and has always received the pharmacy bills. WD C stated they just had a meeting with Resident 3's managed care organization care team to work through the issue. WD C stated they were able to push the pharmacy to fill a few of the medications one last time, and that moving forward Resident 3 would have to use another pharmacy. Surveyor stated they could have additional time to locate more communication and documentation regarding the situations contributing to the missed medications. The provider's deadline was 01/27/2026 to submit additional information. There was nothing further submitted relating to the medication concerns above.	N 352		

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N 448	83.41(2)(a) Nutrition: diet. Diets. 1. The CBRF shall provide each resident with palatable food that meets the recommended dietary allowance based on current dietary guidelines for Americans and any special dietary needs of each resident. 2. The CBRF shall provide a therapeutic diet as ordered by a resident 's physician. This Rule is not met as evidenced by: Based on observation, interview, and record review, the CBRF did not provide each resident with palatable food. The provider repeatedly serves meals late, cold, overcooked, and burnt. Findings include: Observations: On 01/21/2026 Surveyor conducted a complaint investigation and observed the following: At approximately 10:00 AM when Surveyor arrived at the facility, roughly 5 residents were still eating breakfast. At 10:37 AM, Resident 2 stated s/he was still hungry and was offered additional breakfast items. At approximately 1:15 PM, Surveyor observed the dining room, with at least half of the residents dispersed and plates still on the tables. Roughly half the plates still had over 50% of the food on the plate. Interview:	N 448			

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N 448	Continued From page 11 On 01/21/2026 at approximately 11:35 AM Surveyor interviewed Activity Director (AD) F. AD F stated the facility has one cook, whose last day was on 01/22/2026. S/he stated the cook was at the facility for breakfast and part of lunch, and that dinner was on the caregivers to finish preparing and serving. AD F stated meals are often served late and served cold. S/he stated mealtimes are supposed to be 8:00 AM, 12:00 PM, and 5:00 PM. On 01/21/2026 at approximately 12:35 PM, Surveyor interviewed Resident 6. Resident 6 stated s/he ate breakfast in his/her room and goes to the dining room for lunch and/or dinner if s/he wants what they are serving. Surveyor noted his/her breakfast plate still sitting on his/her dresser. There was a sausage patty on the plate that appeared untouched. Resident 6 stated the food is usually too salty. S/he also disliked how much gravy is put on the food, and stated the facility served "too much chicken". Resident 6 stated s/he does keep some snacks in his/her room because s/he doesn't always like what the facility is serving or doesn't always enjoy it. On 01/21/2026 at approximately 1:10 PM, Surveyor interviewed Resident 3. Resident 3 stated meals often weren't served on time and were regularly served cold. On 01/21/2026 at approximately 1:45 PM, Surveyor interviewed Resident 5. Resident 5 stated s/he was unhappy with the food. S/he stated the provider serves chicken every day, that they don't serve salad or fresh fruit, and the staff tell her "No" to alternatives.	N 448			

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N 448	Continued From page 12 On 01/21/2026 at approximately 2:00 PM, Surveyor interviewed Resident 1. Resident 1 stated s/he has a bottom row of dental implants, but no upper teeth, so having food that is soft enough to chew is important. S/he confirmed s/he has a general diet. Resident 1 stated recently (unable to provide date) s/he was served a veggie burger that was so hard s/he could tap it against the edge of the dining room table and see pieces chipping off from it. On 01/21/2026 at approximately 5:15 PM, Surveyor interviewed Resident 2's Spouse D. Spouse D stated the food is "just awful". S/he stated meals were served cold, meat was too hard, and meals were often served over 30 minutes late. Spouse D had a photo on his/her cell phone that s/he shared with Surveyor. The photo is dated 08/23/2025 and photographs a plate with 2 hot dogs in buns, potato wedges, and a small bowl of grapes. One of the hot dogs appears to be about 50% burnt and black in color. Record Review: On 01/21/2026, Surveyor requested all grievances from November 2025 - January 2026. ED A provided 3 grievances all related to Resident 2. Surveyor asked if there were any other grievances during that time frame, as interviews conducted supported there would be many more grievances. ED A stated s/he thought Surveyor was only requesting them for Resident 2 and gathered the others. About 11 additional grievances were provided. The documentation of the grievances included the following: Summary of grievances related to the quality of	N 448		

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N 448	Continued From page 13 food and meals: Filed on 11/19/2025 regarding Resident 2. Form states Spouse D expressed concern with dinner being served late. On 11/20/2025 ED A completed grievance form and stated s/he spoke to the cook about serving on time and stated s/he would continue to monitor. Filed on 01/13/2026 regarding "all residents". Form states it was reported on 01/12/2026 during dinner that all of the chicken was "hard as a hockey puck" and that residents said, "the food here is awful". ED A completed the grievance form and stated "Please provide specific names of residents as we have 4 residents in this community who is unable to communicate their needs or express concerns ... No conclusion at this time ... No corrective action at this time, need specifics to continue." Final Interview: On 01/21/2026 at approximately 6:30 PM, Surveyor interviewed ED A, AED B, and WD C. ED A stated concerns regarding meals are monitored regularly. ED A stated the provider was still working on finding a qualified candidate to take over the cook's position.	N 448		
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	Y3234		

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Y3234	Continued From page 14 and full recognition of the resident's dignity and individuality, by all employees 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 record review and interview, the provider did not ensure residents were treated with courtesy, respect, and full recognition of their dignity and individuality. Findings include: Record Review: On 01/21/2026, Surveyor conducted a complaint investigation. Surveyor requested all grievances from November 2025 - January 2026. ED A provided 3 grievances all related to Resident 2. Surveyor asked if there were any other grievances during that time frame, as interviews conducted supported there would be many more grievances. ED A stated s/he thought Surveyor was only requesting them for Resident 2 and gathered the others. About 11 additional grievances were provided. The documentation of the grievances included the following: Summary of grievances related to the treatment of residents:	Y3234		

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Y3234	Continued From page 15 Filed on 12/10/2025 regarding Resident 2. Spouse D expressed concern that Resident 2's hairbrush was being used by staff or used for other residents. On 12/11/2025 ED A completed corrective action stating the hairbrush was replaced. Filed on 01/13/2026 regarding Resident 1. "Housekeeping is rude and doesn't clean room well. In and out." On 01/14/2026 ED A completed grievance which states housekeeping reported the room was already clean, and that Resident 1 has lots of stuff in his/her room, which makes it difficult to clean all areas. ED A noted that Resident 1 was encouraged to keep things off of the floor for proper cleaning. Filed on 01/13/2026 regarding Resident 1. "Staff keeps coming to the back and using rooms to sleep in, take care of kids in, use bathroom- all hours- can't sleep." ED A followed up, determining an employee did bring a child to work. ED A provided disciplinary action to prevent further incidents. Filed on 01/13/2026 regarding "all residents". The grievance states staff are on their phones texting and making calls while they are helping to feed residents. It also stated staff disappear during their shifts. ED A did not complete a thorough investigation or follow up that was documented on the same form. S/he indicated s/he needed to speak with the staff who filed the report, to get specific resident names to obtain specific information. Filed on 01/19/2026 regarding Resident 3 and Resident 4. The grievance states Resident 4 was	Y3234		

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Y3234	Continued From page 16 in need of assistance after self-transferring into the bathroom. Resident 3 found Resident 4 crying and unable to move/ finish the transfer. Resident 3 tried to help him/her but also requested staff assistance. Resident 3 located Caregiver E and asked for help but Caregiver E replied stating "[Resident 4] got [him/herself] in there and tears don't hurt nothing". ED A investigated determining Caregiver E was assisting another resident at the time. Caregiver E denied making the alleged statement. ED A stated Resident 3 was educated on staff's abilities and staff was educated on resident rights. Filed on or around 01/20/2026 regarding several residents including Resident 1 and Resident 3. States several residents were eating in the "back" and a caregiver came out of one of the rooms and scared them. ED A completed investigation and staff denied going into or using the empty rooms. ED A and AED B completed regular rounding on empty rooms. On 01/21/2026, Surveyor reviewed employee records for Caregiver E. The only disciplinary evidence was related to attendance. There was resident rights education s/he participated in from 12/17/2025. There was no new education noted since the grievance on 01/19/2026. Interviews: On 01/21/2026 at approximately 11:35 AM, Surveyor interviewed Activity Director (AD) F. AD F stated s/he has helped residents fill out many grievances recently and s/he felt the provider was staffing people who don't care about the resident. AD F stated s/he has heard Caregiver E make	Y3234		

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Y3234	Continued From page 17 rude comments to the residents and make comments such as "just [expletive] yourself" instead of assisting them to the bathroom when requested. AD F stated the quality of housekeeping varies and s/he knew many residents had many concerns. On 01/21/2026 at approximately 1:10 PM, Surveyor interviewed Resident 3. Resident 3 recalled details from the grievance that was filed regarding the way Caregiver E treated Resident 4. Resident 3 stated Caregiver E either yells at residents, ignores residents, or disappears. Resident 3 also stated regarding meals, Caregiver E will make statements such as "you can eat here or not at all" or that s/he is "not reheating it". On 01/21/2026 at approximately 1:45 PM, Surveyor interviewed Resident 5. Resident 5 stated s/he has not been treated with respect or dignity recently. S/he stated at times if s/he requests a PRN medication for pain or nausea, that some caregivers reply saying "I don't believe you" regarding the symptoms s/he experienced. Resident 5 stated staff wouldn't bring food to his/her room if s/he was not feeling well enough to go to the dining room. Resident 5 had a recent injury to his/her scalp and had been upset because s/he felt s/he was not getting support to properly care for the wound. S/he stated management now tells him/her s/he was the best behaved before hurting his/her head, and now they threaten to call for psychiatric services when s/he becomes upset. On 01/21/2026 at approximately 2:00 PM, Surveyor interviewed Resident 1. Resident 1 stated s/he has had concerns regarding both Caregiver G	Y3234			

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Y3234	Continued From page 18 and Caregiver E. S/he stated Caregiver G is dismissive if s/he made a request, or Caregiver G would say s/he will do something and never does. Resident 1 stated s/he is scared to voice concerns related to food or medications, especially to Caregiver E. Resident 1 stated "you don't cross him/her" referring to Caregiver E. Final Interview: On 01/21/2026 at approximately 6:30 PM, Surveyor interviewed ED A, AED B, and WD C. Surveyor asked if there had been many grievances filed related to Caregiver E, or general treatment of residents. ED A stated no, the only one regarding Caregiver E was the incident with Resident 3 and Resident 4 on 01/19/2026, which s/he stated had already been addressed. Surveyor shared some of the concerns discovered in the interviews. AED B gasped in surprise by what Caregiver E was alleged of saying. ED A and WD C simultaneously shook their heads no, denying Caregiver E could act in a poor manner. WD C stated s/he felt Caregiver E was a quiet person and s/he could not picture Caregiver E getting loud with the residents. Surveyor asked if management is always in the building to monitor caregiver demeanor, and they stated no. Surveyor stated many interviews conducted, named Caregiver E specifically, so the possibility of the accusations being true needed to be considered. ED A and WD C explained in detail Resident 5's situation regarding the scalp wound and hyper focusing on it, affecting his/her behavior. All agreed residents are encouraged to eat in the dining room usually, but denied residents not being allowed to eat in their rooms.	Y3234		