STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017048	A. BUILDING: _____ B. WING _____	C 02/25/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MILESTONE SENIOR LIVING NSD	4686 N SHORE DR RHINELANDER, WI 54501

(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
U 000	INITIAL COMMENTS On 02/24/2025, Surveyor conducted a complaint (x2) investigation at Milestone Senior Living NSD. Data collection continued through 02/25/2025. The complaints were substantiated. One deficiency was identified. Census: 20	U 000		
U 137	89.23(4)(d)2.c. SERVICES PROVIDER QUALIFICATIONS. Staff training. Staff providing residential care apartment complex services to tenants shall have documented training or experience in the following areas: c. Assigned duties and responsibilities, including the needs and abilities of individual tenants for whom staff will be providing care. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 1 of 2 caregivers sampled had documented training in the area of assigned duties and responsibilities, including the needs and abilities of individual tenants for whom staff would be providing care. Findings include: On 12/09/2024, the Department received	U 137		

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

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U 137	Continued From page 1	U 137		

complaints alleging tenants were being neglected and caregivers did not have the proper training or knowledge to assist tenants with cares and transfers.

On 02/24/2025 at approximately 10:40 AM, Surveyor interviewed Tenant 2. Surveyor asked Tenant 2 about cares at the facility. Tenant 2 reported that s/he did not have any current concerns with cares. Tenant 2 expressed a concern about care that was provided to his/her spouse, Tenant 1, in December 2024. Tenant 2 explained how two male caregivers (Caregiver B and Caregiver F) assisted Tenant 1 with evening cares in December 2024 and Tenant 1 received bruising to Tenant 1's hands. Tenant 2 reported that Tenant 2 did not feel the caregivers were abusive towards Tenant 1; Tenant 2 stated, "It was more like they didn't know what they were doing." Tenant 2 commented that Caregiver F no longer worked at the facility.

On 02/24/2025, Surveyor reviewed Tenant 1's record. Tenant 1 was admitted on 03/29/2024. Tenant 1 resided with Tenant 2 at the facility. Tenant 1 died on 01/12/2025.

On 02/24/2025, Surveyor reviewed the December 2024 schedule. The schedule noted Caregiver B and Caregiver F worked 2:00 PM to 10:00 PM on 12/05/2024.

On 02/24/2025, Surveyor reviewed Caregiver B's file. Caregiver B's date of hire was 03/25/2024. Caregiver B's file contained Skills Administration training. Skills Administration training included, but was not limited to, training in the following areas:

Bathing assistance, change of condition,

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communication, resident rights, infection control, safety of the residence, dressing assistance, fall prevention and reduction, incident report and communication, incontinence care, mechanical lifts, skin care assistance, transfer and ambulation techniques, toileting assistance, visual checks, vital signs, wound care, and dressing changes.

On 02/24/2025, Surveyor reviewed Caregiver F's file. Caregiver F's date of hire was 10/01/2024. Caregiver F was terminated on 01/17/2025. Caregiver F's file did not contain documented Skills Administration training.

On 02/24/2025 at approximately 12:00 PM, Surveyor interviewed Caregiver C. Surveyor asked Caregiver C about training (Skills Administration training). Caregiver C stated, "I don't feel there is enough training for caregivers." Caregiver C indicated that Caregiver C completed Skills Administration training prior to working on the floor. Surveyor asked Caregiver C about cares provided by Caregiver F. Caregiver C reported that Caregiver F had a tendency to report that residents refused cares a lot. Caregiver C commented that sometime in December 2024, Tenant 1 received bruises on his/her hands during cares provided by Caregiver F. Caregiver C stated that Caregiver F "needed more training."

On 02/24/2025 at approximately 1:28 PM, Surveyor interviewed Director A. Director A confirmed that Caregiver F was terminated on 01/17/2025 and Caregiver F's file did not contain Skills Administration training. Director A stated, "I am not sure if [Caregiver F] had Skills Administration training. I will look." Director A commented, "Staff should have Skills

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Administration training."

On 02/24/2025 at approximately 2:05 PM, Surveyor interviewed Caregiver D. Surveyor asked Caregiver D about training (Skills Administration training). Caregiver D stated, "We should get Skills Administration training before working on the floor." Surveyor asked Caregiver D about cares provided by Caregiver F. Caregiver D stated, "I've been here for nine years; I cannot bad mouth [Caregiver F]." Surveyor asked Caregiver D if Caregiver F lacked training. Caregiver D responded, "It could be."

On 02/24/2025 at approximately 2:25 PM, Surveyor interviewed Caregiver B. Surveyor asked Caregiver B about training. Caregiver B indicated that Caregiver B completed Skills Administration training. Caregiver B commented that training was "sufficient." Surveyor asked Caregiver B about cares provided to Tenant 1 on 12/05/2024. Caregiver B reported, "[Caregiver F] and I assisted [Tenant 1] with cares and we had [Tenant 1] grab the handicap railing in [his/her] bathroom. [Tenant 1] had Parkinson's. [Tenant 1's] hand slipped off the handrail and could have gotten bruised." Caregiver B commented, "We would have documented if we noticed bruising." Surveyor asked Caregiver B if Caregiver F lacked training. Caregiver B stated, "Possibly."

On 02/24/2025 at approximately 3:32 PM, Surveyor interviewed Activity Coordinator (AC) E. Surveyor asked AC E about cares provided by Caregiver F. AC E reported that Caregiver F "did bare minimum work." AC E commented that "it could have been a training issue - training is a big part of it." AC E stated, "I don't think [Caregiver F] was abusive or aggressive." AC E commented that AC E completed Skills Administration training

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U 137	Continued From page 4 and "staff should have Skills Administration training." On 02/25/2025 at approximately 3:27 PM, Surveyor asked Director A via e-mail if Caregiver F completed all the necessary/required training prior to working on the floor. On 02/25/2025 at approximately 3:57 PM, Director A noted via e-mail, "From what I understand [sic] prior to me starting [s/he] was here for some time already and was trained by another staff member, who then verbalized that [Caregiver F] was competent from the training to be on [his/her] own without shadowing any longer. However, that period was before my time." On 02/25/2025 at approximately 4:41 PM, Surveyor interviewed Director A and Regional Nurse Specialist (RNS) G. Director A verified that Caregiver F did not have documented Skills Administration training. Director A and RNS G confirmed that all staff should have Skills Administration training prior to working. The provider did not ensure Caregiver F received the proper training in the area of assigned duties and responsibilities, including the needs and abilities of individual tenants for whom staff would be providing care.	U 137		