STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018357	A. BUILDING: _____ B. WING _____	09/20/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
COMFORT CARE GROUP HOME LLC	2020 CHAPMAN DRIVE WAUKESHA, WI 53189

(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
M 000	INITIAL COMMENTS On 09/20/2023, Surveyor conducted a Standard Survey at Comfort Care Group Home LLC. Three deficiencies were identified. Census: 4	M 000		
M 458	88.07(3)(a) PRESCRIPTION MEDICATIONS Every prescription medication shall be securely stored, shall remain in its original container as received from the pharmacy and be stored as specified by the pharmacist. This Rule is not met as evidenced by: Based on observation and staff interview, the provider did not ensure every prescription medication was stored securely. Findings include: On 09/20/2023, at approximately 10:46 AM, Surveyor observed the common refrigerator in the kitchen. Stored on the bottom self of the refrigerator door, insulin belonging to Resident 1: Trulicity 3 pens Lantus 2 pens Lispro 17 pens	M 458		

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

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M 458	Continued From page 1 On 09/20/2023, at 10:46 AM Surveyor interviewed Licensee A about the insulin. Licensee A stated that the refrigerator is used for resident snacks and facility food. Licensee A stated they do not normally lock or secure the insulin in the refrigerator but staff are generally always in the kitchen and will access food for the residents. Licensee A stated they recently purchased a small refrigerator which could be locked and will use that.	M 458		
M 464	88.07(3)(d) MEDICATION- WRITTEN ORDER Before the licensee or service provider dispenses or administers a prescription medication to a resident, the licensee shall obtain a written order from the physician who prescribed the medication specifying who by name or position is permitted to administer the medication, under what circumstances and in what dosage the medication is to be administered. The licensee shall keep the written order in the resident's file. This Rule is not met as evidenced by: Based on record review and staff interview, prior to dispensing prescription medication to residents of the facility, the licensee did not obtain a written order from the physician specifying who is permitted to administer medication to the resident for 3 out of 3 records reviewed. Findings include: Example 1- Resident 1 On 09/20/2023, Surveyor requested to review of	M 464		

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M 464	Continued From page 2 the record of Resident 1. Resident 1 was admitted to the provider on 09/27/2021. The record did not contain a physician order specifying who is permitted to administer medication. Example 2- Resident 2 On 09/20/2023, Surveyor requested to review of the record of Resident 2. Resident 2 was admitted to the provider on 03/30/2022. The record did not contain a physician order specifying who is permitted to administer medication. Example 3- Resident 3 On 09/20/2023, Surveyor requested to review of the record of Resident 3. Resident 3 was admitted to the provider on 02/18/2023. The record did not contain a physician order specifying who is permitted to administer medication. On 09/20/2023, at approximately 11:00 AM, Surveyor interviewed Licensee A regarding the requirement to obtain a written order from the residents physician, prior dispensing prescription medication specifying who is permitted to administer medication to the resident. Licensee A stated that some of the residents arrive at the facility without an established physician and they work to obtain one. Licensee A stated they would contact all the residents physicians to obtain the appropriate order immediately.	M 464		
M 570	88.10(3)(l) Safe Physical Environment	M 570		

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M 570	Continued From page 3 Individuals, except for correctional residents, have basic rights which they do not lose when they enter an adult family home. A resident shall have a safe environment in which to live. The adult family home shall safeguard residents who cannot fully guard themselves from environmental hazards to which they are likely to be exposed, including conditions which would be hazardous to anyone and conditions which would be or are hazardous to a particular resident because of the resident's condition or disability. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure a safe physical environment by ensuring water temperatures did not exceed 115° Fahrenheit (F) for 1 of 1 resident bathrooms. The provider did not ensure the dryer was vented with rigid metal venting. Findings include: The facility can serve up to 4 residents within the client groups of terminally ill, traumatic brain injury, irreversible dementia/Alzheimer's; physically disabled, advanced aged, emotionally disturbed/mental illness, and developmentally disabled. Hot Water: On 09/20/2023, at 10:44 AM, Surveyor tested the water temperature at the resident's bathroom sink faucet located on the first floor of the home, with a shower. The water temperature was 129°F. Surveyor shared the concern with Licensee A who immediately asked staff to turn the water down.	M 570		

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M 570	Continued From page 4 Surveyor again tested the water, the pressure was significantly lower and the temperature was 124°F. Licensee A acknowledged that an adjustment would be made at the water heater and would ensure the temperature will not exceed 115°F. "Exposure to hot water is a potential environmental danger for residents. Elderly residents and residents with mental and physical disabilities may have neurological conditions that prevent instant recoil from hot water. Because these individuals do not instantly react to dangerous temperature levels, they are at particular risk for injury. Hot water can cause scalding, e.g., second and third degree burns in which the skin blisters and swells. In such instances, skin does not return to normal and forms scar tissue upon healing. These burns may lead to permanent disability." (DQA Publication-01942, Hot Water Temperatures in Adult Family Homes, August 2017) On 09/20/2023, at approximately 11:00 AM, Surveyor interviewed Licensee A. Licensee A reported s/he was unsure why the hot water temperature was high but would turn the water temperature down immediately. Dryer Vent On 09/20/2023 at approximately 10:50 AM, Surveyor observed the dryer located in the basement of the home. The dryer venting was not made of rigid material. Licensee A stated that the dryer was always vented in that manner. Surveyor stated the dryer should be vented with rigid material due to potential fire hazard. Licensee A stated the vent would be changed to a rigid material immediately.	M 570		