STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018909	A. BUILDING: _____ B. WING _____	C 10/28/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
EXCEL WEST	1150 82ND STREET KENOSHA, WI 53143

(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 10/28/2025, Surveyor concluded a complaint investigation at Excel West. Two deficiencies were identified. Complaint was substantiated. Census: 8	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 interviews, the provider did not ensure each resident received all prescribed medications in the dosage and at the intervals prescribed by a practitioner for 1 of 1 resident (Residents 1). Resident 1 requested as needed cough medicine and was denied by Caregiver. Findings include: On 10/07/2025, the department received a complaint alleging a resident was requesting medications that had been ordered by his/her physician and a caregiver was refusing to dispense the medications. On 10/24/2025 at approximately 11:15 a.m., Surveyor reviewed Resident 1's record. The	N 352		

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

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N 352	Continued From page 1 following was identified: Surveyor reviewed Resident 1's record. Resident 1 was admitted on 08/04/2022 with diagnosis including anxiety disorder, pervasive developmental disorder, obsessive compulsive disorder and an encounter for autism screening. Resident 1 had a guardian. Resident 1's Individualized Service Plan (ISP), dated 07/14/2025, stated medications were administer by staff. Resident 1's needs and preferences stated s/he stated staff was to prepare and administer medications. The ISPs frequency of service and service performed read, "Medication Management- Staff Administer." Resident's desired goals and outcomes, "The goal for [Resident 1] [sic] to receive his/her medications on time and per MD (physician) orders." On 10/24/2025 at 10:45 a.m., Surveyor reviewed Resident 1's physician orders for his/her Benzonatate 100 milligram (mg) capsules. The instructions read, "Take 1 capsule by mouth 3 times daily as needed for cough. *[sic] causes [sic] Drowsiness." The prescription was ordered 10/01/2024 and read, "no end date" for refills. On 10/24/2025 at 12:00 p.m., Surveyor reviewed a copy of Resident 1's medication administration record (MAR) dated 09/13/2025 to 09/26/2025. On 09/19/2025, Resident 1 received 100 mg (1 capsule) of Benzonatate 100 mg for his/her cough from Caregiver I at 7:58 p.m. Resident 1 was not administered his/her cough medicine during the morning or daytime hours, when s/he requested the medication.	N 352		

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N 352	Continued From page 2 On 10/24/2025 at 12:15 p.m., Surveyor received a copy of an in-house grievance. The following was identified: On 09/19/2025, Resident 1wrote his/her grievance, with the assistance of Program Manager (PM) C. Resident 1 reported on 09/19/2025, s/he asked Caregiver D for medication for his/her cough, and Caregiver D said, "Are you sure you want it or are you lying, there's nothing wrong with you, you don't need it, you're manipulating me." [Caregiver D] fake coughed in front of Resident 1. Resident 1 stated, "I don't like the way s/he spoke to me ...that was abusive ..." On 10/24/2025 12:32 p.m., Surveyor reviewed staff roster. On 09/19/2025 Caregiver D worked first shift and Caregiver I worked second shift. Interviews On 10/24/2025 at 10:17 a.m., Surveyor interviewed Resident 1 who stated s/he asked Caregiver D for his/her as needed (PRN) cough medicine. Resident 1 stated, "I had an upper respiratory cough, and I requested some of my prescribed medication. Resident 1 stated, "[Caregiver D] said to me, 'Are you sure you need it, because I think you're faking it'. Then Caregiver A stated it was dangerous to take medication if I was not sick. Then s/he fake-coughed. I felt like s/he was making fun of me." On 10/24/2025 at 10:47 a.m., Surveyor interviewed Resident 3, who stated Caregiver D was hard to get along with. Resident 3 stated, "Sometimes s/he argues with us about when we want to smoke and s/he's bossy." Surveyor asked	N 352		

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N 352	Continued From page 3	N 352		

Resident 3 if Caregiver D ever denied his/her request for medication. Resident 3 stated, "I've had back pain, and s/he has told me that I can wait until bedtime for the medication, even though I know I can request it when I need it."

On 10/24/2025 at 12:56 p.m., Surveyor interviewed PM C, via telephone, who stated s/he recorded Resident 1's grievances and provided the documentation to Quality Assurance (QI) H.

On 10/24/2025 at 1:02 p.m., Surveyor interviewed QI H, via telephone, who stated s/he received PM C's write up. Then s/he talked to Resident 1 and asked him/her what s/he wanted to be done. QI H stated, "I let [Resident 1] know that [PM C] would talk with [Caregiver D] about what happened." Surveyor asked if any other residents were interviewed about Caregiver D's treatment. QI H stated, "I didn't think to do that. I did not interview any other residents."

On 10/24/2025 at1:30 p.m., Executive Director (ED) B confirmed that the provider had been working with Caregiver D to be less ridged in the home. ED B stated, "We've had to work with him/her. We have explained to [Caregiver D] that we understood that s/he wanted to keep a routine to get things done. However, we've had to tell her to lighten up and just follow the ISP's and that this is the resident's home. I can't believe it's now rolling over to the degree of medications. That's not right at all. S/He is a bit militant. We really have tried to get her to lighten up."

On 10/28/2025 at 2:59 p.m., Surveyor received an email from PM C, who stated, "Neither [Resident 1] nor [Resident 2] currently have an active BSP or Clients Right Limitation. Also, [Resident 1's] care plan will be updated to reflect

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N 352	Continued From page 4 a Visitation/Communication Plan created by Easter Seals in regard to [sic] [Resident 1] and [Family G]. This plan will be presented at his/her team meeting on November 4th." Cross Reference: N0355 DHS 83.32(3)(k) Rights of Residents: Self Determination.	N 352		
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 1 of 1 resident (Resident 2) did not have restrictions on a resident's freedom of choice. Resident 2 was restricted to walk to neighborhood store and to smoke before breakfast. Findings include: On 10/24/2025 at approximately 1:15 p.m., Surveyor reviewed Resident 2's record. The following was identified: Resident 2 was admitted on 08/08/2022 with schizophrenia, amnestic deficit, mitral regurgitation, and stroke, Resident 2 was his/her own person. Resident 2's face sheet indicated s/he was a smoker.	N 355		

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N 355	Continued From page 5 Resident 2's Individualized Service Plan (ISP), dated 07/15/2025, stated, "Shopping. [Resident 2] is able to independently go to the gas station and dollar store for items that s/he may need. As Needed [sic] Every Day. Leisure time ... [Resident 2] is independent with leisure time activities. [Resident 2] enjoys sitting outside to smoke and walking to the gas station. [Resident 2's] desired goals and outcomes. The goal is for [Resident 2] to find enjoyment/fulfillment and maintain independence with activities." Interviews On 10/24/2025 at 10:20 a.m., Surveyor interviewed Resident 1 who stated Caregiver D put smoking restrictions on his/her roommate [Resident 2]. S/He was only allowed to smoke at certain times. Resident 1 stated, "I complained to management about [Caregiver D]. Why does s/he do that?" On 10/24/2025, at 11:05 a.m., Surveyor interviewed Resident 2 regarding his/her cigarette smoking. Resident 2 reported s/he cannot go out to smoke in the morning, when s/he wants to. Resident 2 stated, "[Caregiver D] has too many rules of when I can and cannot smoke. But I don't know why. [Caregiver D] won't let me walk to the store in the morning either. S/He always makes me wait until later in the day. S/He doesn't want me to go out in the morning. But I do anyway." On 10/24/2025, at 11:15 a.m., Program Manager C confirmed Resident 2 was his/her own decision maker. On 10/24/2025, at 11:25 a.m., Program Manager C confirmed Resident 2 did not have any specific smoking times listed in his/her individualized	N 355		

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N 355	Continued From page 6 service plan (ISP). Program Manager C confirmed Resident 2's ISP did not have restrictions or limitations on when Resident 2 could walk to neighborhood store. On 10/24/2025 4:17 p.m., Surveyor received Resident 2's ISP from Executive Director B via email. Cross Reference: N0352 DHS 83.32(3)(h) Rights Of Residents: Receive Medication.	N 355		