

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0014267	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 09/09/2026
NAME OF PROVIDER OR SUPPLIER BLUFFVIEW MEMORY CARE		STREET ADDRESS, CITY, STATE, ZIP CODE 2101 BLUFFVIEW CT HOLMEN, WI 54636		
(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 09/09/2026, Surveyor conducted 3 complaint investigations at Bluffview Memory Care. Two of the 3 were substantiated. One deficiency was identified. Census: 58	N 000		
N 496	83.45(1)(e) Electrical, mechanical, water supply Systems. The CBRF shall maintain all electrical, mechanical, water supply, plumbing, fire protection and sewage disposal systems in a safe and functioning condition. This Rule is not met as evidenced by: Based on observation, record review, and interview, the provider did not ensure the water supply system was maintained in a safe and functioning condition. Findings include: The provider is licensed to care for 64 residents in the client group irreversible dementia/Alzheimer's disease. On 07/01/2026 and 07/23/2026, the department received complaints related to hot water temperatures. On 09/09/2026, at approximately 10:30 AM, Surveyor interviewed Administrator A. When asked about any maintenance issues, Administrator A stated they had issues with the hot water. Administrator A stated the provider had 3 or 4 different plumbing agencies visit the facility to assess the issue. Administrator A stated they	N 496		

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

TITLE

(X6) DATE

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N 496	Continued From page 1 still had not narrowed it down and it was an ongoing repair. Administrator A stated the hot water did work in Quad B and there was a spa room available for residents. There were 4 quads in the building. Surveyor requested maintenance logs and plumbing invoices. At approximately 11:00 AM, Surveyor interviewed Administrator A and Maintenance B. Maintenance B stated the invoices they had were mostly estimates. S/he stated 1 plumbing agency replaced a pipe, and another did a pump. Maintenance B stated most of Quad D was their problem. Maintenance B stated they did not have any other services scheduled but s/he would be calling the plumbing agency to discuss a new recirculation line. Administrator A stated staff had been complaining about the water. Administrator A stated residents had disposable cloths and the spa room to utilize even though that was not ideal. At approximately 11:25 AM, Surveyor interviewed Caregiver C. Caregiver C stated they were able to give showers in the spa room in Quad B and that was the only place to get hot water. Caregiver C stated s/he ran the water for 20 minutes in a Quad D room and could not get hot water. At 11:30 AM, Surveyor entered Resident 1's bathroom and turned on the hot water in the shower. The hot water ran for 11 minutes. At 11:30 AM, the temperature registered at 115 degrees Fahrenheit. At 11:41 AM, the temperature registered at 95 degrees Fahrenheit. At 11:45 AM, Surveyor reviewed the maintenance logs and invoices provided by Administrator A and Maintenance B. The following timeline dated between April 2026 and August 2026 read, in	N 496		

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N 496	Continued From page 2 part: April 22nd - "txt (text) to plumber to come check out hot water issue." June 6th - "no hot water reported. Called new plumber [Plumbing Agency] to start checking out the issue." June 26th - "got hot water returning but still no hot water in some areas ..." There were multiple entries demonstrating different contacts made with different plumbers and different strategies attempted. The last entry read, in part: August 28th- "[Maintenance B] went around check [sic] room water temps (temperatures). All had 90 to 110 degrees. Delta (Quad D) was the one with the low 90 water temps. Next step maybe to extend the hot water recirculation line through the Charlie (Quad C) and delta hallways ..." Surveyor was provided with 3 plumbing invoices. One was dated 06/09/2026. The other 2 were dated 06/16/2026. All 3 invoices discussed various issues with the current plumbing system. Maintenance B confirmed they did not have any other invoices to reflect services provided. At 12:30 PM, Surveyor interviewed Resident 1. Resident 1 stated nobody could figure out the hot water problem. Resident 1 stated s/he went approximately 70 days without hot water in his/her shower. At approximately 1:30 PM, Surveyor interviewed Administrator A regarding the above concerns. Administrator A informed Surveyor they planned to continue to work toward resolving the issue.	N 496		