STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018963	A. BUILDING: _____ B. WING _____	R-C 09/06/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
RIDGE AT MADISON (THE)	2879 FISH HATCHERY ROAD FITCHBURG, WI 53713

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{U 000}	INITIAL COMMENTS On 09/05/2023, Surveyor conducted a verification visit and standard survey at Ridge at Madison, a RCAC in Fitchburg. Three deficiencies were identified. Two deficiencies were a repeat deficiency - See Statement of Deficiency (SOD) E62911, dated 10/25/2022 and I01U11, dated 06/15/2023. SOD E62913, dated 04/12/2023 and was corrected. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 36	{U 000}		
U 116	89.23(2)(a)2.a SERVICES SUFFICIENT SERVICES. Minimum required services. A residential care apartment complex shall have the capacity to provide all of the following services to all tenants, either directly or under contract: a. Supportive services: meals, housekeeping in tenants' apartments, laundry service and arranging access to medical services. In this subparagraph, "access" means arranging for medical services and transportation to medical services. This Rule is not met as evidenced by: Based on observation and interview, the provider	U 116		

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

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U 116	Continued From page 1	U 116		

did not ensure the complex provided meals and housekeeping services as contracted.

Findings include:

On 09/05/2023 at approximately 9:00 a.m., Surveyor reviewed service agreements, which indicated the provider's complex provided dietary services and housekeeping services.

On 09/03/2023 at approximately 9:30 a.m., Surveyor toured the providers complex and observed the following:

Example 1 - Refrigerators:

On 09/05/2023 at approximately 9:30 a.m., Surveyor toured the provider's kitchen with Cook G. Surveyor observed that 1 refrigerator, containing condiments, lettuce and cheese, did not have a temperature reading. Surveyor took the temperature of the refrigerator and obtained a reading of 82 degrees F. Surveyor then observed the walk-in cooler, containing fruit, vegetables, turkey and cheese, had a temperature of 54.5 degrees F. Cook G stated s/he did not work over the weekend, but it was his/her understanding that both refrigerators had "broke" over the weekend. Cook G stated s/he was waiting for his/her manager to come in, but s/he planned to throw the food in both refrigerators away. Surveyor observed the kitchen had 1 side-by-side refrigerator in service that contained beverages and eggs. Cook G stated food served for breakfast and food being served for lunch were in the freezer.

On 09/05/2023 at approximately 10:30 a.m., Surveyor toured the provider's kitchen with Administrator F. Administrator F stated s/he was

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U 116	Continued From page 2	U 116		

aware the kitchen was having issues with 1 refrigerator, but was unaware 2 refrigerators were completely out of service and food needed to be thrown away. Administrator F stated s/he had 1 refrigerator serviced in May and it began having issues again approximately 6 days prior. Administrator F stated staff was monitoring the walk-in cooler's temperature and "flipped the breaker" when the temperature started rising to get the temperature back down. Surveyor asked how long it would take the provider to replace the appliances. Administrator F stated s/he had submitted a quote to corporate to replace 1 of the refrigerators, which s/he would follow up on, but s/he anticipated it would take through the week to replace appliances. Administrator F and Surveyor then reviewed the provider's menu for the day, which included a list of alternate meals. Based on observations in the kitchen and interview with Cook G, the main courses of the meals would be served since the ingredients were precooked and stored in the freezer; however, condiments such as sour cream and alternate meals, such as grilled cheese, salad and turkey sandwiches were unavailable for an unknown duration.

Example 2 - Floors:

On 09/05/2023 at approximately 10:00 a.m., Surveyor toured Tenant 7's room. Surveyor observed Tenant 7's living room carpet was heavily soiled and ripping at the entrance of his/her apartment (Photo 1, Photo 2, Photo 3). Surveyor asked Tenant 7 if the apartment complex assisted with housekeeping tasks. Tenant 7 replied, "Yes," but was unable to recall the last time his/her carpet had been cleaned.

On 09/05/2023 at approximately 10:30 a.m., Surveyor reviewed concern with Administrator F

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U 116	Continued From page 3 that Tenant 7's carpeting was heavily soiled and showed Administrator F pictures of the carpeting. Administrator F stated that room had not been on his/her radar to clean or replace, but s/he would make note of the concern and see if the carpet could be cleaned. The provider did not ensure meals and housekeeping services were provided as contracted.	U 116		
U 171	89.26(4) ANNUAL REVIEW A tenant's capabilities, needs and preferences identified in the comprehensive assessment shall be reviewed at least annually to determine whether there have been changes that would nescessitate a change in the service or risk agreement. The review may be initiated by the facility, the county department designated under sub. (3)(c)2., or at the request of or on the behalf of the tenant. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 1 of 3 tenants reviewed had a comprehensive assessment reviewed at least annually. Tenant 2's comprehensive assessment had not been reviewed since 06/10/2022, greater than 1 year ago. This is a repeat deficiency. See Statement of Deficiency (SOD) E62911, dated 10/25/2022. Findings include: On 09/05/2023 at approximately 10:30 a.m.,	U 171		

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U 171	Continued From page 4 Surveyor reviewed Tenant 2's record. Tenant 2 was admitted to the provider's complex on 06/14/2022. Tenant 2's comprehensive assessment was dated 06/10/2022, greater than 1 year ago. Surveyor asked Administrator F if Tenant 2 had an updated comprehensive assessment completed within the past year. Administrator F checked with his/her resident care coordinator and replied, "No. [S/he] hasn't."	U 171		
U 268	89.34(17) TENANT RIGHTS Rights of tenants. A tenant of a residential care apartment complex shall have all the rights listed in this section. These rights in no way limit or restrict any other rights of the individual under the U.S. Constitution, civil rights legislation or any other applicable statute, rule or regulation. Tenant rights are all of the following: (17) SAFE ENVIRONMENT. To a safe environment in which to live. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure a safe environment appropriate for tenant needs. There was still a large crack in Tenant 8's bedroom ceiling that leaked water from the roof and several uneven spots in the hallway flooring creating a trip/fall hazard. This is a repeat violation from previous Statement of Deficiency (SOD) I01U11, dated 06/15/2023, Findings include:	U 268		

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U 268	Continued From page 5 On 06/09/2023, the Department received a complaint alleging safety issues related to the physical structure of the building. On 09/06//2023 at 10:15 am, Surveyor conducted a tour of the facility with Administrator F and observed the following: The flooring directly in front of the elevator on the first floor was still very uneven creating a trip/fall hazard. The flooring beneath the carpet seemed to have loosened creating the uneven surface. Administrator F acknowledged that the flooring had not been repaired. The flooring directly in front of the elevator on the second floor was still uneven creating a trip/fall hazard. The flooring beneath the carpet seemed to be tiles that had broken creating the uneven surface. Administrator F acknowledged that the flooring had not been repaired. The flooring directly in front of the elevator on the third floor was still uneven creating a trip/fall hazard. The flooring beneath the carpet seemed to have loosened creating the uneven surface. Administrator F acknowledged that the flooring had not been repaired. There was still a large crack in the flooring of the third floor laundry room. There were 2 impressions in the flooring (6 inches by 3.5 inches each) directly in front of the washing machine and clothes dryers. Administrator F confirmed that some tenants do their own laundry. Administrator F acknowledged that the flooring was a concern during last survey and has not been repaired. The community room in the basement had	U 268		

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U 268	Continued From page 6 extensive water damage to the ceiling tiles. There was a missing smoke/heat detector. The ceiling tile surrounding the smoke/heat detector unit was stained from past water damage. On 06/15/2023 at 12:30 pm during previous SOD I01U11, DHS Engineer H observed the roof directly over Tenant 8's apartment. DHS Engineer H stated that there were approximately 5-6 shingles missing which exposed the roof to leaks during precipitation events. DHS Engineer H stated that the area on the roof where shingles were missing was directly above Tenant 8's apartment and in line with the crack in his/her ceiling. On 09/06/2023 at 10:30 AM, Surveyor observed that there was still a large crack in Tenant 8's bedroom ceiling above the kitchen area. The crack was approximately 4 feet in length and less than an inch wide. Administrator F acknowledged that the leak in the roof nor the crack in Tenant 8's ceiling had not been repaired which makes the bedroom prone to leaks.	U 268		