STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019411	A. BUILDING: _____ B. WING _____	R 07/28/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
AT HOME RESIDENTIAL SERVICES KINGS HIGHWAY	N87W15300 KINGS HIGHWAY MENOMONEE FALLS, WI 53051

(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 07/28/2026, Surveyors conducted a verification visit at At Home Residential Services Kings Highway. One deficiency was identified. One of 1 deficiency was a repeat violations (see Statement of Deficiency (SOD) ESS511 and SOD ESS512). Under statutory provisions of Wis. Stat. Ch. 50, a $200.00 revisit fee is being assessed. Census: 4	{M 000}		
{M 276}	88.05(3)(a) Homelike Environment An adult family home shall be safe, clean and well-maintained and shall provide a homelike environment. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure the home's physical environment was safe, well maintained, and appropriate to provide a homelike environment to residents. This is a repeat deficiency. See Statement of Deficiency (SOD) ESS511, dated 11/12/2025, and SOD ESS512, dated 03/20/2026. Findings include: On 07/28/2026, at approximately 10:20 AM,	{M 276}		

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

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{M 276}	Continued From page 1 Surveyors toured the home and observed signage throughout the home: -Signage on kitchen cabinets that stated: "Dishes in the Dishwasher & Dish rack must be unloaded & put away after each shift" "Mop buckets should be emptied and cleaned out after using on each shift no exceptions! This is a safety hazard!" "Please Clean All Kitchen Appliances Daily. Thank You. Management" "No Sharp items in drawers or on cabinets. All sharp items must be stored in lockable cabinets or lockable storage area" -Signage hanging on wall, next to entrance to kitchen that stated: "Trash Collection Schedule Kings Hwy." "Pull trash cans down to the end of driveway/curb on Thursday evenings for pickup on Friday mornings" "Mandatory all residents linen should be washed WEEKLY. (Sat/Sun [Saturday/Sunday]) No Exception." "Please dust living room daily. TV stand, printer stand, snack stand, all tables" -A bulletin board that held 26 signs on standard 8 ½ inch x 11-inch paper that each could be easily read. Some signage was required to be posted. -Signage hanging on the medication closet that stated: "AUTHORIZED Personnel Only (bright yellow sign)" "RESTRICTED AREA in a red background - Employees Only" "No sharp items in drawers or on cabinets. All sharp items must be stored in lockable cabinets or lockable storage area"	{M 276}		

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{M 276}	Continued From page 2 -Signage hanging on closet door across from medicine closet that stated: "07/24/2025 - Attention: No resident should be in this closet. If you need something. ASK THE STAFF PRESENT!" "How to Store Cleaning Supplies Safely: 1. Stick to Original Container (with directions), 2. Avoid Mixing Products (with directions), 3. Store Them in a Cool & Dry Place (with directions), 4. Use Lockable Cabinets for Safety (with directions), 5. Organize by Category & Use (with directions), 6. Always Have a Disposal Plan (with directions)" -Signage hanging on closet door across from medicine closet that stated: "AUTHORIZED Personnel Only (bright yellow sign)" "RESTRICTED AREA in a red background - Employees Only" "Linen/Towels Only. Thank You" -Signage hanging around the television that was hanging on the wall that stated: To the left of the television: "Resident Room Checks, 7AM - 7PM, 7PM - 7AM, Every Two (2) Hours" Underneath the television: "How to Store Cleaning Supplies Safely: 1. Stick to Original Container (with directions), 2. Avoid Mixing Products (with directions), 3. Store Them in a Cool & Dry Place (with directions), 4. Use Lockable Cabinets for Safety (with directions), 5. Organize by Category & Use (with directions), 6. Always Have a Disposal Plan (with directions)" To the right of the television: "How to Store Cleaning Supplies Safely: 1. Stick to Original Container (with directions), 2. Avoid Mixing Products (with directions), 3. Store Them in a Cool & Dry Place (with directions), 4. Use Lockable Cabinets for Safety (with directions), 5.	{M 276}		

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{M 276}	Continued From page 3 Organize by Category & Use (with directions), 6. Always Have a Disposal Plan (with directions)" "Reminder Log-In Before Working & Log-Out After Working" "Never Log-Out if you didn't Log-In. 'uhhh' Notify Administrator Immediately" A sign regarding timesheets, identify pay weeks, etc. Signage hanging on the bathroom cabinet: "No Cleaning Products in Cabinets. Per Management" Signage hanging on the bathroom door: "No cleaning supplies in drawers or on cabinets. All cleaning supplies must be stored in lockable cabinets or lockable storage area" -Signage hanging around the staff desk that was located in the common area that stated: "If you forget to Log-In at start of shift, but later remember, Log-In & notify administrator immediately." "Please do not remove any papers out of MAR (medication administration record)!! Management." "Mail Should be checked daily on 1st shift no exceptions! All mail should be placed in [Licensee A's] mailbox, call if you have any questions!" "Mandatory all residents linen should be washed WEEKLY. (Sat/Sun [Saturday/Sunday]) No Exceptions." "07/20/2024 - If you pass any med please go to the back of that MAR and initial and sign that MAR. Any Questions call [Licensee A] Thanks" Signage hanging near front door: "All rugs/floors should be swept on each shift NO EXCEPTIONS! Everyone is responsible for	{M 276}		

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{M 276}	Continued From page 4 cleaning on their assigned shift/shifts! Thank you, Management." A whiteboard stated: "Good morning July 27th. All Residents Will Participate in Household Chores. Weekly Appts (appointments)." Clear mailbox units were hung on the wall. One labeled [Licensee A], one labeled Nurse. The mailboxes contained documentation that included resident names. On 07/28/2026, at approximately 10:45 AM, Surveyors conducted the exit interview with Licensee A. Surveyors discussed their observation. Licensee A did not feel that the signage in the home took away from the homelike environment, explaining that the building is an adult family home, not a personal home. Licensee A stated there are requirements in an adult family home that are not required in a personal home so therefore, the adult family home could not be compared to a personal home. Licensee A stated the signage assisted the staff and the residents with the requirements of the home. Licensee A stated, "They are reminders." Licensee A stated that residents are responsible for all household chores and expressed concern that surveyors would question the signage stating that. Licensee A then stated s/he would take the signage down to appease the surveyors.	{M 276}		