STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017903	A. BUILDING: _____ B. WING _____	R-C 03/04/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
COMMUNITY SUPPORTIVE HOME CARE	1835 DONGES BAY ROAD MEQUON, WI 53092

(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 02/26/2024, Surveyor conducted one (1) complaint investigation and a verification visit for statement of deficiency JTXW11, dated 09/25/2023. Additional information was gathered through 03/04/2024. As a result of the survey, two (2) of four deficiencies were repeat deficiencies, complaint was substantiated. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 3	{M 000}		
{M 466}	88.07(3)(e)1 MEDICATION- RECORD KEEPING The licensee shall keep a record of all prescription medications controlled, dispensed or administered by the licensee which show the name of the resident, the name of the particular medication, the date and time the resident took the medication and errors and omissions. The medication controlled by the licensee shall be kept in a locked place. This Rule is not met as evidenced by: Based on record review and interview, the provider did not keep a record of 2 of 2 resident's prescription medications controlled, dispensed or administered by the provider. This is a repeat deficiency. See Statement of Deficiency (SOD) JTWX11, dated 09/25/2023. Findings include:	{M 466}		

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

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{M 466}	Continued From page 1 On 02/26/2024 at approximately 10:00 AM, Surveyor interviewed Caregiver B regarding Resident 1 and Resident 2 medication pass. Caregiver B showed Surveyor the medication administration record (MAR) for Resident 1 and Resident 2. Surveyor identified the following: Example 1-Resident 1 Resident 1 was admitted on 10/02/2023. Surveyor reviewed Resident 1's MAR: Amlodipine Besylate 5 mg - take 1 tablet by mouth in the morning with a start date of 12/19/2023. Oxybutynin Chloride 5 mg - take 1 tablet by mouth 2 times a day - with a start date of 12/19/2023 and end date of 02/08/2024. Senna-Docusate 8.6-50 mg - take 2 tablets by mouth every night at bedtime - with a start date of 12/18/2023. Ferrous Sulfate 325 mg - Take 1 tablet by mouth in the morning - with a start date of 01/26/2024. Pantoprazole Sodium 40 mg - Take 1 tablet by mouth 2 times a day in the morning and evening before meals - with a start date of 01/26/2024. Sucralfate 100 mg/ml - Take 2 teaspoonfuls (10mls) by mouth 4 times a day - with a start date of 01/26/2024. Fluconazole *HD* 100 mg - take 1 tablet by mouth at bedtime for 15 days - with a start date of 01/29/2024 and end date of 02/09/2024. Surveyor reviewed Resident 1's January 2024 MAR. Resident 1's medications were not documented as administered on the following dates: Amlodipine Besylate 5 mg: 01/13/2024, 01/19/2024 (1) - Refused by Resident oof (out of facility), 01/20/2024, 01/21/2024, 01/22/2024,	{M 466}		

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{M 466}	Continued From page 2 01/23/2024, 01/24/2024 (1) - Refused by Resident oof, 01/25/2024 Oxybutynin Chloride 5 mg: 8:00 AM - 01/13/2024, 01/19/2024 (1) - Refused by Resident oof, 01/20/2024, 01/21/2024, 01/22/2024, 01/23/2024, 01/24/2024 (1) - Refused by Resident oof, 01/25/2024 8:00 PM - 01/13/2024, 01/14/2024, 01/15/2024, 01/16/2024, 01/17/2024, 01/18/2024, 01/19/2024, 01/20/2024, 01/21/2024, 01/22/2024, 01/23/2024, 01/25/2024, 01/26/2024, 01/31/2024 Senna-Docusate 8.6-50 mg: 01/13/2024, 01/14/2024, 01/15/2024, 01/16/2024, 01/17/2024, 01/18/2024, 01/19/2024, 01/20/2024, 01/21/2024, 01/22/2024, 01/23/2024, 01/25/2024, 01/26/2024, 01/31/2024 Pantoprazole Sodium 40 mg: 8:00 AM - 01/27/2024 4:00 PM - 01/26/2024, 01/27/204, 01/31/2024 Sucralfate 100 mg/ml: 10:00 AM - 01/27/2024 2:00 PM - 01/26/2024, 01/27/2024, 01/29/2024, 01/31/2024 6:00 PM - 01/26/2024, 01/27/2024, 01/31/2024 10:00 PM - 01/26/2024, 01/27/2024, 01/28/2024, 01/31/2024 Fluconazole *HD* 100 mg: 01/31/2024 Surveyor reviewed Resident 1's February 2024 MAR. Resident 1's medications were not documented as administered on the following dates: Amlodipine Besylate 5 mg: 02/08/2024	{M 466}		

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{M 466}	Continued From page 3 Oxybutynin Chloride 5 mg: 8:00 AM - 02/08/2024 8:00 PM - 02/01/2024, 02/02/2024, 02/03/2024, 02/04/2024, 02/15/2024, 02/21/2024, 02/24/2024 Senna-Docusate 8.6-50 mg: 02/01/2024, 02/02/2024, 02/03/2024, 02/04/2024, 02/15/2024, 02/21/2024, 02/24/2024 Ferrous Sulfate 325 mg: 02/08/2024, 02/23/2024 (1) - refused by resident out of this medication Pantoprazole Sodium 40 mg: 8:00 AM - 02/08/2024 4:00 PM - 02/01/2024, 02/02/2024, 02/03/2024, 02/15/2024 (1) - Refused by resident out oof, 02/16/2024 (2) - Other Problem NO MEDS, 02/17/2024 (2) - Other Problems there wasn't any, 02/18/2024 (2) - Other Problem medication is not here, 02/19/2024, 02/21/20247, 02/22/2024, 02/23/2024, 02/24/2024 Sucralfate 100 mg/ml: 10:00 AM - 02/08/2024, 02/24/2024 (2) - Other Problems medication not present 2:00 PM - 02/02/2024, 02/03/2024, 02/04/2024, 02/05/2024, 02/16/2024, 02/17/2024, 02/18/2024, 02/19/2024, 02/20/2024, 02/21/2024, 02/22/2024, 02/23/2024, 02/24/2024, 02/25/2024 6:00 PM - 02/01/2024, 02/02/2024, 02/03/2024, 02/19/2024, 02/20/2024, 02/21/2024, 02/22/2024, 02/23/2024, 02/24/2024, 02/25/2024 10:00 PM - 02/01/2024, 02/02/2024, 02/03/2024, 02/04/2024, 02/07/2024, 02/12/2024, 02/15/2024, 02/16/2024, 02/18/2024, 02/19/2024, 02/20/2024, 02/21/2024, 02/24/2024, Fluconazole *HD* 100 mg: 02/01/2024, 02/02/2024, 02/03/2024, 02/04/2024	{M 466}		

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{M 466}	Continued From page 4 Example 2-Resident 2 Resident 2 was admitted on 02/15/2024. Surveyor reviewed Resident 2's MAR: Acetaminophen 500 mg - Take 2 tablets (1000mg) by mouth 3 times a day with a start date of 02/15/2024. Midodrine HCL 10 mg - Take 1 tablet by mouth 3 times a day with a start date of 02/15/2024. Senna-Docusate 8.6-50 mg - Take 1 tablet by mouth 2 times a day with a start date of 02/15/2024. Mirtazapine 15 mg - Take 1 tablet by mouth at bedtime with a start date of 02/15/2024. Quetiapine Fumarate 300 mg - Take 1 tablet by mouth in the morning with a start date of 02/15/2024. Quetiapine Fumarate 400 mg - Take 1 tablet by mouth at bedtime with a start date of 02/15/2024. Trazodone HCL 50 mg - Take 1 ½ tablets (75 mg) by mouth at bedtime with a start date of 02/15/2024. Digoxin 125 mcg - Take 1 tablet by mouth in the morning with a start date of 02/15/2024. Levothyroxine Sodium 25 mcg - Take 1 tablet by mouth in the morning with a start date of 02/15/2024. Fludrocortisone Acetate 0.1 mg - Take 1 tablet by mouth in the morning with a start date of 02/15/2024. Rosuvastatin Calcium 10 mg - Take 1 table by mouth at bedtime with a start date of 02/15/2024. Lidocaine Pain Relief 4% - apply 1 patch topically in the morning, remove at bedtime. Surveyor reviewed Resident 2's February 2024 MAR. Resident s's medications were not documented as administered on the following dates:	{M 466}		

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{M 466}	Continued From page 5 Acetaminophen 500 mg: 8:00 AM - 02/19/2024, 02/24/2024 4:00 PM - 02/19/2024, 02/21/2024, 02/23/2024, 02/24/2024, 02/25/2024 8:00 PM - 02/21/2024, 02/23/2024, 02/24/2024 Midodrine HCL 10 mg: 8:00 AM - 02/19/2024, 02/22/2024, 02/24/2024, 12:00 PM - 02/16/2024, 02/18/2024, 02/20/2024, 4:00 PM - 02/19/2024, 02/21/2024, 02/23/2024, 02/24/2024, 02/25/2024 Senna-Docusate 8.6-50 mg: 8:00 AM - 02/19/2024, 02/22/2024, 02/24/2024 8:00 PM - 02/21/2024, 02/23/2024, 02/24/2024 Mirtazapine 15 mg: 02/21/2024, 02/23/2024, 02/24/2024 Quetiapine Fumarate 300 mg: 02/19/2024, 02/22/2024, 02/24/2024 Quetiapine Fumarate 400 mg: 02/21/2024, 02/23/2024, 02/24/2024 Trazodone HCL 50 mg: 02/21/2024, 02/23/2024, 02/24/2024 Digoxin 125 mcg: 02/19/2024 Levothyroxine Sodium 25 mcg: 2/19/2024, 02/24/2024 Fludrocortisone Acetate 0.1 mg: 2/19/2024, 02/24/2024 Rosuvastatin Calcium 10 mg: 02/21/2024, 02/23/2024, 02/24/2024 Lidocaine Pain Relief 4%:	{M 466}		

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{M 466}	Continued From page 6 8:00 AM - 02/19/2024, 02/20/2024 (1) - Refused by Resident oof, 02/23/2024 (1) - Refused by Resident oof, 02/24/2024 8:00 PM - 02/15/2024 (1) - Refused by Resident oof, 02/21/2024, 02/23/2024, 02/24/2024 On 02/26/2024 at 10:51 AM, Surveyor interviewed Care Coordinator A regarding the lack of documentation in the facility's MAR's. Care Coordinator A stated, "it's not that meds are not given, they are not signed out." "I don't know which is worse." Care Coordinator A stated staff are taught to mark when they pick up the pack, compare the meds, give the med and sign the med out. Surveyor showed Care Coordinator A Resident 2's MAR with a red triangle on some of Resident 2's meds that were not signed out. Care Coordinator A was unsure what the red triangle meant. Care Coordinator A confirmed staff did not document like they were supposed to. Care Coordinator A stated s/he will ensure that staff are reeducated.	{M 466}		
{M 570}	88.10(3)(l) Safe Physical Environment 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.	{M 570}		

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{M 570}	Continued From page 7 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) at faucets available to residents. This is a repeat deficiency. See Statement of Deficiency (SOD) JTWX11, dated 09/25/2023. Findings include: The provider serves up to 4 residents within one of the following client groups: developmentally disabled, traumatic brain injury, advanced age, irreversible dementia/Alzheimer's, physically disabled, emotionally disturbed/mental illness and/or terminally ill. DQA publication P-01942 (2017) regarding hot water temperatures. These documents listed hot water temperature thresholds and the harm that hot water temperatures can inflict on consumers with physical or psychological conditions that prevent instant recoil from dangerously hot water. Exposure to hot water is a potential environmental danger for clients. Clients 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 P-01942, Hot Water Temperatures in Adult Family Homes, 08/2017). Hot water	{M 570}		

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{M 570}	Continued From page 8 temperatures at 130 degrees Fahrenheit (F) can scald in 30 seconds. On 02/26/2024 at 10:20 AM, Surveyor tested the water temperature in the resident bathroom sink located on the first floor of the home, with a shower. The water temperature was 132.8°F. Caregiver B acknowledge the thermometer read 132.8°F. On 02/26/2024 at 10:51 AM, Surveyor shared the water temp with Care Coordinator A. Surveyor and Care Coordinator A tested the faucet in the resident bathroom and Care Coordinator A confirmed the water temp was 132°F, which was too hot and stated s/he would have maintenance adjust the water temp. The provider did not ensure the hot water temperature at the bathroom sink for residents was set at a safe temperature.	{M 570}		