Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018405	A. BUILDING: _____ B. WING _____	09/05/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CARING HEARTS 2	928 DELAMERE AVE RACINE, WI 53403

(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 09/05/2025, Surveyor conducted a standard survey at Caring Hearts AFH 2. Two deficiencies were identified. Census: 3	M 000		
M 290	88.05(3)(e)2.b INSPECTIONS-GAS FURNACE A gas furnace shall be inspected and serviced every 3 years by a heating contractor or local utility company. This Rule is not met as evidenced by: Based on observation, record review, and interview, the provider did not have the gas furnace inspected and serviced every 3 years by a heating contractor or local utility company for 1 of 1 furnace in the adult family home (AFH). The furnace was due for inspection by 12/2023. Findings include: On 09/05/2025, at approximately 10:00 AM, Surveyor toured the AFH accompanied by House Manager (HM) B. Surveyor observed there was no current service sticker affixed to the furnace. On 09/05/2025, Surveyor reviewed the provider's safety files. The most recent furnace inspection was dated 12/22/2020. On 09/05/2025 at approximately 1:30 PM, Surveyor interviewed Administrator A. Administrator A confirmed they did not have a furnace inspection done and would schedule one immediately	M 290		

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

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M 570	Continued From page 1	M 570		
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. This Rule is not met as evidenced by: Based on observation and interview, the provider did not safeguard 2 of 2 residents from environmental hazards related to hot water temperatures at 2 of 2 faucets (the bathroom and kitchen), both available to residents of the home. Water temperatures of 124° Fahrenheit (F) were taken at the bathroom and kitchen faucets. Findings include: The home is licensed to serve up to 4 adults in the population groups: developmentally disabled, advanced age, emotionally disturbed/mental illness, irreversible dementia /Alzheimer's, and traumatic brain injury. On 09/05/2025, at approximately 10:00 AM, Surveyor conducted a facility tour accompanied by Caregiver C. During the tour, Surveyor tested the water temperature at the bathroom faucet used by residents. The water from the bathroom	M 570		

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M 570	Continued From page 2 faucet was 125° F. The water from the kitchen faucet was also 125° F. Caregiver C confirmed both temperature readings while accompanying surveyor on tour. Exposure to hot water is a potential environmental danger for clients. Elderly clients and 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). On 09/05/2025 at approximately 1:30 PM, Surveyor interviewed House Manager B and asked if they were aware the water temperatures were too high. House Manager B stated they thought it was set at the right temperature, but they would lower it and take the temperature again.	M 570		