

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0018970	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED R 01/15/2026
NAME OF PROVIDER OR SUPPLIER LIVING MADE EASY HOMES SITE 4		STREET ADDRESS, CITY, STATE, ZIP CODE N61 W14855 WIGWAM DRIVE 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 01/13/2026 to 01/15/2026, Surveyor conducted a verification visit at Living Made Easy Homes Site 4. Two deficiencies were identified. Two of 2 deficiencies were repeat violations. See Statement of Deficiency (SOD) RU5I11, dated 09/19/2025. All other violations from SOD RU5I11, dated 09/19/2025 were substantially corrected. Under statutory provisions of Wis. Stat. ch. 50, a \$200 revisit fee is being assessed. Census: 4	{M 000}		
M 262	88.05(2)(a) DIFFICULTY WALKING If a resident is not able to walk at all or able to walk only with difficulty, or only with the assistance of crutches, a cane, or walker or is unable to easily negotiate stairs without assistance: 1. The exits from the home shall be ramped to grade with a hard surfaced pathway with handrails. 2. All entrance and exit doors and interior doors serving all common living areas and all bathrooms and bedrooms used by a resident not able to walk at all shall have a clear opening of at least 32 inches. 3. Toilet and bathing facilities used by a resident not able to walk at	M 262		

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

TITLE

(X6) DATE

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M 262	Continued From page 1 all shall have enough space to provide a turning radius for the resident's wheelchair and provide accessibility appropriate to the resident's needs. This Rule is not met as evidenced by: Based on observation, record review, and interview, the provider did not ensure that access within the home was provided for 1 of 1 resident who was unable to ambulate without the use of a walker and/or hand holding with staff to ambulate. The facility did not have 2 exits ramped to grade. The bathroom did not have enough space to provide a turning radius for residents utilizing assistive devices for mobility. The bathroom door and resident bedroom doors did not provide a 32" clear opening. This is a repeat deficiency. See Statement of Deficiency (SOD) RU5I11, dated 09/19/2025. Findings include: The provider was licensed on 11/14/2022 to serve up to 4 ambulatory residents in the following client groups: Correctional Clients, Physically Disabled, Developmentally Disabled, Emotionally Disturbed/Mental Illness, Irreversible Dementia/Alzheimer's, Advanced Age, Pregnant Women/Counseling, Terminally Ill, and Alcohol/Drug Dependent. The provider's program statement document: "We	M 262		

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M 262	Continued From page 2 can service up to four ambulatory residents for this location. Our focus is on creating a supportive and nurturing environment thus enabling each resident to be more carefree while having an opportunity to engage in meaningful activities." On 01/13/2026, Surveyor conducted a verification visit. Surveyor reviewed Resident 2's record and identified the following: Resident 2 was admitted to the provider on 09/19/2023 with diagnoses including developmental delay with cognitive impairment and was non-verbal. Resident 2 had a guardian. Resident 2's individual service plan (ISP) dated 12/23/2025 dated documented: "Transferring-Full Assistance: provide full assistance with transferring from bed to wheelchair/device, assist with pushing wheelchair/device. Mobility/Walking-Full Assistance: requires full assistance including physical and verbal assistance with talking needs. Requires hands-on assistance with helping stand up, helping use any walking devices, and helping sit down/lay down. Staff to independently and comfortably walk without walking devices. Total Blindness." Resident 2's home health services discharge instructions dated 12/16/2025: "Other: recommend caregiver continue to assist resident with ankle stretching, L hand ROM, donning/doffing L hand splint + all transfers & amb using gait belt & hand hold." Resident 2's observation notes documented: "-10/05/2025: [Resident 2] did not walk at all, had to lift the resident on my back, [s/he] did not move [his/her] feet at all. While in bed [s/he] kept sliding	M 262		

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M 262	Continued From page 3 [him/herself] out of the bed. I kept having to reposition [him/her] before [s/he] touched the floor. -11/01/2025: Upon arrival [Resident 2] was still in chair sleep. I was to get assistance with moving [him/her] because [s/he] did not want to wake up or walk. [S/he] dropped [his/her] weight and didn't want to walk. -11/20/2025: ...[Physician] also talked about getting [Resident 2] Physical Therapy to come out to the site help [Resident 2] better with [his/her] left arm and also walking. -11/25/2025: ...[Resident 2] is now having a visit with PT, [s/he] wanted to see how staff walk [him/her] and also get [him/her] out of bed, [Resident 2] did a great job. -11/27/2025: [Resident 2] had company today [his/her] [brother/sister] and [his/her] [sons/daughters] came to visit [him/her]. [Resident 2] had to show [his/her] [nieces/nephews] that [s/he] can stand for a few minutes. [S/he] showed them that [s/he] could dance and show them that [s/he] could stand with their assistance. -12/01/2025: During shift [Resident 2] had a visit with PT. PT came and took [Resident 2's] vital, [s/he] then sat [Resident 2] up and began to work on [Resident 2's] legs. [S/he] started with the left leg and PT stated that [his/her] left leg was very stiff and that [his/her] right leg was loose. [Resident 2] seem tired and was not up for participating in the training. PT then tried standing [Resident 2] up [Resident 2] began to sit back down.	M 262		

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M 262	Continued From page 4 -12/03/2025:[Resident 2] is not feeling to well very weak in [his/her] legs, [s/he] didn't want to eat or move today. -12/04/2025: The time now is 10:53 AM, [Resident 2] just got done with [his/her] PT. PT did exercise with [Resident 2's] legs, knees, arms, and wrist. PT also stretched [Resident 2's] legs, tried to walk [Resident 2], but [Resident 2] did not get up for PT. -12/12/2025: [Resident 2] just got done with [his/her] PT, which is [his/her] last visit. The time is now 1pm. [Resident 2] is all done with [his/her] appointments and is now in bed dry napping. [Resident 2] was buckling [his/her] knees when walking back to bed as hunching [his/her] back over. -12/14/2025: ...While I was trying to get [him/her] up to put [him/her] in bed. Resident did not want to get up, as we were halfway to the room, [s/he] started sliding and wanted to sit down. Staff had to physically pick [him/her] up and place [him/her] into bed. -12/19/2025: ...It took a lot of redirections for me to even get [him/her] out of bed and walk into the living room to [his/her] recliner. [Resident 2] hurt staff back while turning [him/her] as well. -12/22/2025: During shift [Resident 2] was in [his/her] room in bed sleeping. Staff gave [him/her] a bed bath washed [his/her] face and brushed [his/her] teeth for the day. [Resident 2] walked into the living room with the help from staff. -12/26/2025: During shift [Resident 2] was in [his/her] room relaxing. [Resident 2] ate 1--% of	M 262		

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M 262	Continued From page 5 [his/her] lunch with no choking or issues. [Resident 2] had a visit from department of human services, [s/he] asked question like what is [Resident 2] able to do and also asked if [Resident 2] was able to walk, staff told [him/her] no. -12/29/2025: ...As [s/he] was walking from [his/her] chair to [his/her] bed, staff had to use the walker for assistance because [s/he] buckles [his/her] legs and gave up. [S/he] is now in bed changed and going to bed. -01/10/2026: Resident got up and took a bed bath; [s/he] is now fully dressed and was fully assisted to [his/her] recliner to eat breakfast." On 01/02/2026, the provider sent the following email to Resident 2's guardian and managed care organization (MCO) team: "Good afternoon, I hope you are doing well. Please find the weekly status report for [Resident 2] below: [Resident 2] continues to eat and drink at 100% capacity and is consistently taking [his/her] Ensure with each meal. Regarding [his/her] behavior, we have observed some challenges this week. [Resident 2] has been removing [his/her] briefs, which has led to instances of urinating in inappropriate areas. As a temporary measure, we have tried placing socks over [his/her] hands, but [s/he] remains quite restless. [S/he] is frequently getting up from [his/her] recliner and having difficulty staying still. For transfers, we are currently using a walker for support. [Resident 2] has been reluctant to walk independently, but we will continue to provide gentle encouragement. Please let me know if you have any questions or need further details."	M 262			

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M 262	Continued From page 6 On 01/13/2026 at approximately 9:15 AM, Surveyor noted when walking up to the home, there was a wooden ramp leading to the front door. Once inside, Surveyor checked the secondary exit. Surveyor did not observe a ramp to grade. Surveyor observed an approximately 6-inch drop to a cement step that was as wide as the screen door. The cement step led to an additional cement stair before getting down to ground level. The exit did not have any handrails. Surveyor toured the provider's bathroom. Surveyor observed the bathroom did not have adequate space to navigate an assistive device, such as a walker or wheelchair. On 01/13/2026 at 10:33 AM, Surveyor toured Resident 2's room. Surveyor observed a 4 wheeled walker at the foot of Resident 2's bed. On 01/13/2026 at 10:35 AM, Surveyor measured the provider's bathroom and resident bedroom door openings. The bathroom door opening measured 26 inches. The 3 resident bedroom door openings measured 28 inches. On 01/13/2026 at 9:20 AM, Surveyor interviewed Licensee A. Licensee A reported after the past survey in September 2025, Resident 1 discharged right away, but was still in the process of moving Resident 2. Licensee A stated their team had care conferences with Resident 2's guardian and Case Manager F, but they are claiming Resident 2 is fully ambulatory 24/7. Licensee A reported at the home, we are seeing it differently with him/her using a walker at times and having to hold onto staff's hands to move within the home. Licensee A stated Resident 2's walker use is not consistent,	M 262		

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M 262	Continued From page 7 but s/he does use it. Licensee A stated Resident 2 had a wheelchair in the van for community appointments. Licensee A reported s/he recently told Case Manager F that Resident 2 had to move, so they are actively looking for alternative placement. Licensee A reported the provider is trying to get into compliance, but we were not able to get the bathroom remodeled or back ramp installed and I (Licensee A) made the decision not to amend by license so told his/her team that s/he had to move. On 01/13/2026 at 9:55 AM, Surveyor interviewed Licensee A. Licensee A stated the provider sends biweekly emails to Resident 2's team regarding his/her care. Licensee A provided the Surveyor with a bi-weekly email dated 01/02/2026 to Resident 2's team noting Resident 2 used a walker for support. On 01/13/2026 at 10:20 AM, Surveyor interviewed Licensee A and Director E. Licensee A provided the Surveyor with an email dated 01/06/2026 from the provider to Case Manager F that noted Resident 2 needed to move so the provider could be in compliance with his/her ambulatory license. Surveyor questioned why the discussions for Resident 2 to move did not occur until January 2026 (4 months after last survey). Licensee A stated s/he had verbal discussions with Resident 2's team right after the last survey, but his/her guardian and Case Manager F were going to fight the discharge due to thinking Resident 2 was fully ambulatory. Director E stated staff continue to assist Resident 2 to getting to a standing position and hand holding when s/he can ambulate within the home. Director E stated sometimes Resident 2 won't walk so staff sit him/her in the 4-wheeled	M 262		

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M 262	Continued From page 8 walker and push him/her down the hallway. Both staff reiterated they did not understand why Resident 2's team thinks s/he's fully ambulatory when we continue to send updates about ambulation status. On 01/15/2026 at 10:44 AM, Surveyor interviewed Case Manager F. Case Manager F reported s/he was actively looking for placement but was going to take some time to find a non-ambulatory provider. Case Manager F reported s/he had called over 25 providers with no luck. Case Manager F reported s/he had been Resident 2's case manager for the last 6 months and since s/he was a transfer case from Ozaukee County, his/her past records were not accessible. Surveyor stated after reviewing Resident 2's record since October 2025 to now, interviews with staff, and observing a walker near Resident 2's bed, it indicated use of a walker and difficulty walking within the home. Case Manager F reported to me and his/her guardian, Resident 2's ambulation status had not changed, and s/he can walk. Case Manager F reported the guardian was supposed to reach out to someone with the state regarding Resident 2's ambulation status but I don't think that happened and thought Licensee A was going to widen doorways. Case Manager F stated staff out of just providing good care do the hand holding throughout the home since Resident 2 was blind. Case Manager F reported him/her and the guardian did not know where the walker came from but again out of caring for the residents, staff used the walker out of convenience. Surveyor asked about the therapy discharge instructions indicating Resident 2 should continue hand holding with ambulation. Case Manager F acknowledged the therapy instructions were correct, but noted the situation	M 262		

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M 262	Continued From page 9 was hard with what the provider was reporting and trying to keep Resident 2 in the county near his/her guardian. On 01/15/2026 at 3:02 PM, Surveyor conducted an exit conference and interviewed Licensee A, Chief Operating Officer (COO) G, and Director of Compliance H. Surveyor reported after reviewing Resident 2's record since October 2025 to now, interviews with staff, and observing a walker near Resident 2's bed, it indicated use of a walker and difficulty walking within the home. Licensee A acknowledged Resident 2 continued to use a walker at times and had difficulty walking within the home evidenced by staff having to hand hold for ambulation. Surveyor asked if Resident 2 can walk without staff holding his/her hands, Licensee A stated "sometimes." Licensee A stated s/he had verbally reported concerns to Case Manager F and Resident 2's guardian after the last survey in September 2025, but they wanted to fight the discharge and work on getting Resident 2 fully ambulatory. Surveyor expressed concern for not seeing anything documented in Resident 2's record regarding relocating until 11/17/2025 (2 weeks after SOD was issued). Licensee A reiterated discussions after the last survey were verbally and stated, "why would we move 1 resident and not the other."	M 262		
M 412	88.06(3)(d)1 DESCRIPTION OF SERVICES A description of services the licensee will provide to meet the assessed need.	M 412		

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M 412	Continued From page 10 This Rule is not met as evidenced by: Based on observation, record review, and interview, the provider did not ensure Resident 2's individual service plan (ISP) described the services staff would provide to meet resident needs. Resident 2's ISP did not include information regarding how staff were to manage his/her behaviors such as sliding out of bed or recliner chair/pulling on his/her depends and instructions to manage his/her left hand splint. This is a repeat deficiency. See Statement of Deficiency (SOD) RU5I11, dated 09/19/2025. Findings include: On 01/13/2026, Surveyor conducted a verification visit. Surveyor reviewed Resident 2's record and identified the following: On 01/13/2026 at 9:15 AM, upon entering the home, Surveyor observed Resident 2 sitting in a recliner in the living room. Surveyor observed Resident wearing a hand brace on his/her left hand. Resident 2 was admitted to the provider on 09/19/2023 with diagnoses including developmental delay with cognitive impairment and was non-verbal. Resident 2 had a guardian. Resident 2's individual service plan (ISP) dated 12/23/2025 documented: "Range and Motion: rotate [Resident 2] left and right arm and legs 10	M 412			

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M 412	Continued From page 11 times each shift daily. Resident nightly checks: to check on residents every 2 hours to watch for falls and pain management. Interactions-Assist: assist redirecting negative interactions with others. Supervise and assist. Notify appropriate provider (psychiatrist, etc) when necessary. Staff should be able to notice the signs for residents interaction to ask things from staff." The ISP did not document services on how to mitigate sliding out of bed and/or recliner/pulling on his/her depends or identify instructions to manage his/her left hand splint. Resident 2's home health services discharge instructions dated 12/16/2025: "Other: recommend caregiver continue to assist resident with ankle stretching, L hand ROM, donning/doffing L hand splint + all transfers & amb using gait belt & hand hold." Resident 2's observation notes documented: "-10/01/2025: The time is now 3pm. [Resident 2] is in [his/her] recliner and has been sliding down [his/her] recliner. -10/02/2025: ...There are no signs of pain, [s/he] does seem a bit agitated sitting in the recliner, [s/he] keeps moving and sliding [him/herself down][S/he] keeps making an attempt to pull at [his/her] [explicit] so some redirection was needed. -10/03/2025: ... [Resident 2] has also been trying to pull at [his/her] depends overall [Resident 2] is having a decent day. -10/10/2025: The time is now 3pm. [Resident 2] is in [his/her] room. [Resident 2] was put in bed, [s/he] kept sliding out of [his/her] chair. -10/11/2025: During shift [Resident 2] was in	M 412			

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M 412	Continued From page 12 [his/her] room sleeping with minor issues. [Resident 2] has been knocking on the wall and pulling at [him/herself] as well. [Resident 2] has been monitored and redirected as well. -10/12/2025: [Resident 2] also has been pulling at [his/her] depend all day while in bed and in [his/her] chair. -10/13/2025: During shift [Resident 2] was in bed pulling at [his/her] depend. The time is now 3pm. [Resident 2] is in [his/her] recliner relaxing. [Resident 2] has been sliding of [his/her] chair all day. -10/16/2025: ... The time is now 3pm [Resident 2] also been sliding out of bed. [Resident 2] had ok day and nice and dry and ready for the next shift. Upon arrival [Resident 2] was in bed. Around 6pm, [Resident 2] showing signs of trying to get out of bed, manager advised me to take [him/her] out of bed and take [him/her] to chair in living room. -10/17/2025: ... [Resident 2] has been sliding out of [his/her] chair all day as well as staff been reposition. -10/20/2025: ...[Resident 2] has been sliding out of [his/her] chair all morning. -10/22/2025: During shift [Resident 2] was in [his/her] room sleeping with minor issues. [Resident 2] has been knocking on the wall and pulling at [him/herself]. [Resident 2] has been monitored and redirected as well. -10/26/2025: The time is now 7pm. [Resident 2] is in [his/her] chair in the living room relaxing. [Resident 2] has been sliding out of the bed and the chair. Today during my 2 hour check, I found [Resident 2] on [his/her] knees and out of the bed. [Resident 2] had no burses [sic]. -10/29/2025: The time is now 2pm. [Resident 2] is relaxing in [his/her] recliner. [Resident 2] has been	M 412		

Wisconsin Department of Health Services

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M 412	Continued From page 13 sliding down and out of [his/her] chair and also trying to get out of [his/her] bed as well. [Resident 2] doesn't seem want to sit overall. -10/30/2025: ...[Resident 2] has been hitting the wall and trying to get out of the bed as well without the help from staff. -11/03/2025: ... [Resident 2] has been sliding down out of [his/her] chair as well. -11/04/2025: ... [Resident 2] also been trying to get out of bed when checking on [him/her] every two hours. -11/08/2025: When I arrived at 7:10pm [Resident 2] was in [his/her] recliner listening to music with staff. [S/he] was assisted to [his/her] room where [s/he] was checked to make sure, [s/he] was changed. [S/he] was still dry, and I put to [sic] pillows on each side of [him/her] to ensure that [s/he] does not try to slip out of bed. I know with previous staff [Resident 2] like to slide or role in bed. -11/09/2025: ...[S/he] was repositioned around 12 am where I place two pillows under [his/her] fitted sheet to prevent [him/her] from sliding out of bed. -11/12/2025: [Resident 2] was in [his/her] chair when staff arrived. [S/he] was sliding out of [his/her] chair onto the floor. I can say [Resident 2] stop, [s/he] would stop sliding for a minute and smile. -11/20/2025: ...[Resident 2] was in [his/her] recliner but [s/he] kept sliding down. -11/22/2025: ... [Resident 2] has been sliding down [his/her] chair most of the day overall no concern[S/he] has pillows in place so that [s/he] does not fall out of bed -12/01/2025: The time is now 2pm. [Resident 2] is in [his/her] chair. [Resident 2] just had a visit with Aurora at home OT, stretched [Resident 2's] arms. [S/he] stated its more of [his/her] elbow then	M 412		

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M 412	Continued From page 14 [his/her] arm and should. [S/he] also stated [s/he] was going to see what [s/he] can order something for [his/her] hand so that it would stay straight. -12/04/2025: [Resident 2] also had a visit with OT. [S/he] worked more on [his/her] arm. [S/he] also put an thumb brace on [his/her] hand and [s/he] said [s/he] was going to leave it on until [s/he] return on Dec 12th at 11am. -12/10/2025: During shift [Resident 2] was in bed trying to get up, sliding out of bed. [Resident 2] has also pulling at [his/her] depend as well as taking it off. The time is now 3pm. [Resident 2] is in [his/her] recliner pulling at [his/her] depend, [Resident 2] has been doing it all day. -12/12/2025: [Resident 2] is all with [his/her] OT appointment. Worked on [Resident 2's] arm, [s/he] took [his/her] vitals. [Resident 2] stretched [his/her] arm and also put [him/her] on a new brace. [Resident 2] does really well with [his/her] brace. -12/13/2025: ...[Resident 2] had no falls, but has one behavior, [s/he] is taken [his/her] [explicit] out of [his/her] diaper and peeing all over the places. [His/her] diaper is never wet, but [his/her] clothes and bed be soaked. I don't care how tight you pull the drawstring in [his/her] pants, [s/he] always finds a way to get it out. -12/14/2025: ...[S/he] kept taking [his/her] [explicit] out and playing with it. When [s/he] does that, [s/he] will pee all over the place and other residents was around at the timeResident has been pulling out [his/her] [explicit] all day, no matter how much or what you do, [s/he] keep doing it. Which causes [him/her] to pee all over [him/herself]. -12/16/2025: ... [Resident 2] has been digging in [his/her] depend all day and also trying to get up as well.	M 412		

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M 412	Continued From page 15 -12/18/2025: ... [Resident 2] has been trying to get out of [his/her] chair and pull off [his/her] depend. -12/19/2025:[S/he] has been playing with [his/her] [explicit] because it was hanging out of [his/her] depends. [His/her] shift was wet and because I had to hurry and change [him/her], [his/her] urine got on my leg[Resident 2] has been up in [his/her] chair all day and also been sliding down out of it as well. -12/22/2025: The time is now 2pm. [Resident 2] is back in bed. [Resident 2] was up, but [s/he] kept sliding down and out of [his/her] chair. -12/23/2025: ... [Resident 2] has been sliding and trying to dig in [his/her] depend. [S/he] was in the living room first shift caregiver helped [him/her] to [his/her] room because [s/he] was sliding on [his/her] chair. -12/25/2025: [Resident 2] has been digging in [his/her] pants all day and sliding out of [his/her] chair. -12/29/2025: resident has been pulling [his/her] [explicit] out of [his/her] pants and diaper all shift, [s/he] has been told to stop over 20 times. [S/he] has been sliding in [his/her] chair and has had to be repositioned all day. -01/01/2026: [Resident 2] have been digging in [his/her] depend as well but no sliding today. -01/02/2026: ...Staff then put [him/her] back in bed because [s/he] was sliding down out of [his/her] chair." On 01/13/2026 at 10:20 AM, Surveyor interviewed Licensee A and Director E. Director E stated Resident 2 had started using the left-hand brace after seeing OT the last few months. Surveyor asked about current behaviors related to Resident 2. Director E reported Resident 2 continues to slide out of his/her chair/bed and digs into his/her	M 412		

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M 412	Continued From page 16 depends. Director E noted Resident 2 will pull out his/her [explicit], which causes him/her to urinate in inappropriate places. Surveyor asked if the provider had any interventions in place to mitigate these behaviors. Licensee A stated Resident 2's care team was exploring a bed bar for the sliding issue. Both staff did not comment on Resident 2 digging in his/her depends. On 01/15/2026 at 3:02 PM, Surveyor conducted an exit conference and interviewed Licensee A, Chief Operating Officer (COO) G, and Director of Compliance H. Surveyor reported after reviewing Resident 2's record since October 2025 to now, staff documented daily behaviors of him/her sliding of out of his/her bed/chair and digging in his/her depends. Licensee A reported these behaviors had just started and the provider only updates the ISP every 6 months. Surveyor questioned Resident 2's ISP being reviewed in December 2025, signed by his/her guardian, and the above behaviors not being reflected. Licensee A stated Resident 2 had just been given the hand splint after working with OT and we did not see that his/her needs changed substantially. Surveyor noted Resident 2's ISP should have been updated with the review in December 2025.	M 412		