STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0015110	A. BUILDING: _____ B. WING _____	R 05/20/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SUNRISE	2119 SUNSET LANE LA CROSSE, WI 54601

(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 05/14/2024, Surveyor conducted a verification visit at Sunrise. Data collection continued through 05/20/2024. Two deficiencies were identified. Two of 2 deficiencies were uncorrected violations. See Statement of Deficiency (SOD) TP3811, dated 03/03/2023. One of 2 deficiencies was a repeat violation. See SOD BJZJ11, dated 01/13/2020. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 4	{M 000}		
{M 276}	88.05(3)(a) HOME 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 was well maintained, clean, and provided a homelike environment for 4 of 4 residents in the home. Multiple rooms in the home required cleaning and/or repairs. This is a repeat deficiency. See Statement of Deficiency (SOD) BJZJ11, dated 01/13/2020.	{M 276}		

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

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{M 276}	Continued From page 1 Findings include: The provider is licensed to care for 4 residents in the client groups developmentally disabled, physically disabled, irreversible dementia/Alzheimer's disease and emotionally disturbed/mental illness. On 05/14/2024, from 10:05 AM to 12:30 PM, Surveyor was on site and observed the following: Entryway -A piece of wood propped up near the front door approximately 3 feet tall and 2 inches wide. -Multiple white patches of plaster on the yellow walls. Dining Room -A piece of wall trim approximately 6 feet tall and 2 inches wide propped up on the corner of the wall behind a freezer. The wall trim had a nail protruding from it. Living Room -The wall behind 2 recliners had multiple scrape marks leaving exposed drywall. -Window screens had accumulated thick dust. Shared Bathroom (located near Resident 2's room) -The toilet was soiled with both urine and fecal matter. -The bathtub had white streaks running down the side of it underneath the faucet. -The sink had a clothes hanger inside of the sink basin. Resident 1's Bedroom -Room door had scuff marks with an approximate 4-inch by 4-inch hole and a 1-inch by 1-inch hole.	{M 276}		

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{M 276}	Continued From page 2 -Wall trim around the door was scuffed. Resident 3's Bedroom -Door frame did not have trim installed. -White patches of plaster on the yellow paint on the wall above the door and on the sides of the door frame. -Missing floor trim on the adjacent wall. Laundry Area -Sink had brown and gray coloring on the bottom with multiple scrape marks. Bathroom (with walk in shower) -Wall trim had broken off creating a sharp edge near the floor. At approximately 11:10 AM, Surveyor interviewed Caregiver A. Caregiver A stated the home had been under construction and everyone shared cleaning duties. When asked about the missing trim around Resident 3's door, Caregiver A stated that area used to be a wall and trim had not been put on yet. When asked how long Resident 3 had been occupying the room, Caregiver A estimated Resident 3 occupied the room a little under 2 months. When asked about the white patches on the yellow paint throughout the home, Caregiver A stated the patches had been there for as long as s/he could remember. When asked about the living room wall scrapes behind the recliners, Caregiver A stated the wall had been in that condition for months and was getting worse. Caregiver A stated residents would bump the recliners into the wall when sitting on them. At 11:49 AM, Surveyor interviewed Resident 4. When asked about staff cleaning duties, Resident 4 stated some days were busier than others, and staff did not always get to things right away.	{M 276}		

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{M 276}	Continued From page 3 When asked to give an example, Resident 4 stated laundry did not always get done. At approximately 12:20 PM, Surveyor interviewed Office Manager (OM) B and House Manager (HM) C. Surveyor shared the above observations with OM B and HM C. OM B stated Resident 3 and Resident 4 had power wheelchairs and would frequently hit the walls when navigating in the home. OM B stated some days were more hectic than others and they would put effort into the cleaning and maintenance tasks needed in the home. HM C stated s/he would soon be able to provide additional support with those tasks. OM B stated Licensee D's family did maintenance for the home. OM B stated s/he would communicate the concerns to Licensee D and with those who perform maintenance in the home. On 05/20/2024, at 10:00 AM, Surveyor interviewed OM B and Licensee D regarding the environmental concerns observed in the home. Licensee D stated they have continued to make improvements on the home, including putting in new windows and ordering new doors. Licensee D stated there have been challenges with the purchasing of new items for the home, as many items have been back ordered.	{M 276}		
{M 384}	88.06(2)(b) SERVICE AGREEMENT EXCEPT RESPITE An adult family home shall have a service agreement with each person to be admitted to the home except a person being admitted for respite care. The service agreement shall be completed prior to admission and revised at least 30 days prior to any	{M 384}		

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{M 384}	Continued From page 4 change. The service agreement shall be dated and signed by the licensee and the person being admitted or the persons guardian or designated representative. Copies shall be provided to all parties and to the placing agency, if any. This Rule is not met as evidenced by: Based on record review and interview, the provider did not enter into a service agreement at the time of admission for 2 of 4 residents reviewed. This is a repeat deficiency. See Statement of Deficiency (SOD) TP3811, dated 03/03/2023. Findings include: On 05/14/2024, at approximately 11:30 AM, Surveyor requested resident records from Office Manager (OM) B. OM B stated s/he would send Surveyor the requested documentation by the end of the day. At 4:05 PM, OM B sent provider records to Surveyor via email that included the following: -Resident 1's Individual Service Plan (ISP) indicated an admission date of 04/26/2022. The service agreement was signed and dated 04/26/2022. The service agreement did not include a start date that the provider was to begin offering services. -Resident 4's ISP indicated an admission date of 08/30/2021. The service agreement was signed and dated 09/04/2021 and included an address that was not consistent with Resident 4's current facility. On 05/20/2024, at 10:00 AM, Surveyor	{M 384}		

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{M 384}	Continued From page 5 interviewed OM B and Licensee D. Surveyor reviewed previous findings from the survey completed on 03/03/2023, in which it was identified that Resident 1 and Resident 4 did not have updated service agreements. When Surveyor asked if Resident 1's service agreement had been updated, OM B and Licensee D were not sure. When asked if Resident 4's service agreement had been updated, OM B stated Resident 4's family member had signed a service agreement but Resident 4 had been assigned a new guardian. OM B stated paperwork was sent to the new guardian, including a service agreement, and that they should have it. Surveyor advised OM B and Licensee D to send any updated service agreements by the end of the day. At 5:13 PM, Surveyor received an email from OM B that stated the following: "We were not able to locate the current service agreement for [Provider] for [Resident 4]. We have the original ones from the other home we had licensed for [his/her] original admission. I have the rest of the signed admission things when [Guardian] took over guardianship. But not the service agreement for whatever reason. I can work with [Guardian] to get one signed and on file immediately. " The provider must have a service agreement for each resident residing at the provider, specific to the licensed provider the resident currently resides in.	{M 384}		