STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017244	A. BUILDING: _____ B. WING _____	C 02/17/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
COMFORT CARE HOMES AND SERVICES LLC ALPIN	1728 DUCKTAIL COURT NEW RICHMOND, WI 54017

(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 02/17/2025, Surveyor conducted a complaint investigation at Comfort Care Homes and Services LLC Alpine Ridge. The complaint was substantiated. Two violations were identified. Census: 4	M 000		
M 218	88.04(2)(b) AWAKE STAFF FOR CONTINUOUS CARE The licensee shall ensure that he or she or a service provider is present and awake at all times if any resident is in need of continuous care. This Rule is not met as evidenced by: Based on observation, record review, and interview, the provider did not ensure staff were present when residents in need of continuous care were present. Findings include: The provider is licensed to care for 4 residents in the client groups irreversible dementia/Alzheimer's disease, advanced aged, alcohol/drug dependent, emotionally disturbed/mental illness, physically disabled, terminally ill, traumatic brain injury, and developmentally disabled. The licensee had a second adult family home located next door called Windsor Pond House. On 02/17/2025, from 8:20 AM to 8:40 AM,	M 218		

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

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M 218	Continued From page 1 Surveyor observed Caregiver A at Windsor Pond House. Caregiver A entered the facility at 8:20 AM. Caregiver A informed Surveyor s/he was the only staff for both Windsor Pond House and Comfort Care Homes and Services LLC Alpine Ridge. Surveyor asked who was at Alpine Ridge while s/he was at Windsor Pond and Caregiver A replied, "Nobody." Caregiver A stated 2 residents were up and 2 residents were still asleep when s/he left Alpine Ridge. On 02/17/2025, Surveyor reviewed resident records. Resident 1 was admitted on 07/23/2018. Resident 1's diagnoses included intellectual disabilities, seizure disorder, and schizophrenia. Resident 1's Individual service plan (ISP), dated 01/16/2025, indicated s/he was not able to have alone time in the home or community. Resident 3 was admitted on 01/30/2017. Resident 3's diagnoses included mood disorders and mild cognitive impairment with memory loss. Resident 3's ISP, dated 12/30/2024, indicated s/he was not able to have alone time in the home or community. Resident 4 was admitted to the facility on 04/24/2023. Resident 4's diagnoses included intellectual and developmental disabilities, mood disorder, apnea, and epilepsy. Resident 4's ISP, dated 02/03/2025 read, "ALONE TIME...[Resident 4] has NO HOME ALONE TIME... NO COMMUNITY ALONE TIME... DOES THIS MEMBER NEED OVERNIGHT AWAKE STAFF? Not at this time but staff are semi-awake at night to take [him/her] to the restroom and assist with toileting and re-applying oxygen if [s/he] is needing it."	M 218		

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M 218	Continued From page 2 On 02/17/2025 at 10:10 AM, Surveyor interviewed Owner D and Manager B. Owner D stated Caregiver A should not have left the facility unattended. Owner D stated, "This is the not alone house. Ever."	M 218		
M 426	88.07(1)(a) RESIDENT CARE-GENERAL REQUIREMENTS The licensee shall provide a safe, emotionally stable, homelike and humane environment for residents. This Rule is not met as evidenced by: Based on interview and record review, the provider did not ensure a safe, emotionally stable, homelike environment for residents when Caregiver C worked alone with residents. Findings include: The provider is licensed to care for 4 residents in the client groups irreversible dementia/Alzheimer's disease, advanced aged, alcohol/drug dependent, emotionally disturbed/mental illness, physically disabled, terminally ill, traumatic brain injury, and developmentally disabled. On 11/25/2024, the Department received a complaint about caregiver interaction with residents. On 02/17/2025, Surveyor reviewed the staff schedule and roster provided by Owner D. The schedule indicated Caregiver C worked the weekend block shift on 02/15/2025 and	M 426		

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M 426	Continued From page 3	M 426		

02/16/2025. Caregiver C was the only staff member scheduled at the facility over the weekend.

On 02/17/2025 at 9:23 AM, Surveyor interviewed Resident 4 in his/her room. Resident 4 was excited to show Surveyor his/her belongings and talk about his/her likes and dislikes. Surveyor asked Resident 4 if s/he knew the names of any of the staff. Resident 4 listed a handful of staff, and Surveyor asked if Resident 4 could tell Surveyor about each staff member. Resident 4 agreed. As Surveyor went down the list, Resident 4 stated what s/he liked about each staff member. When Surveyor asked Resident 4 about Caregiver C, Resident 4 began crying and stated s/he wanted to stop. Resident 4 asked to leave his/her room but stated s/he would try to talk to Surveyor later.

At 9:40 AM, Surveyor interviewed Resident 2 in his/her room. Resident 2 stated s/he moved to the facility about 4 months ago. Surveyor asked Resident 2 about each staff member. Resident 2 had positive things to say about each staff except Caregiver C. Resident 2 stated Caregiver C was "short-tempered" and "confrontational." Resident 2 stated Caregiver C worked on weekends and Resident 2 felt uncomfortable in his/her home when Caregiver C was around. Resident 2 stated s/he felt like s/he was walking on eggshells when Caregiver C was around. Resident 2 stated, "This weekend, [Resident 3] asked when [Caregiver C's] birthday was and [Caregiver C] snapped, 'Why is that important?!'... [Caregiver C] hit a trash can about 2 weeks ago... [s/he] was upset because a resident had diarrhea."

At 9:44 AM, Surveyor interviewed Resident 3 in his/her room. Resident 3 was able to name 1 staff

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member, Owner D. Resident 3 stated s/he had memory loss. Surveyor asked if s/he could help Resident 3 with staff names. Surveyor listed each staff one by one. Resident 3 stated what s/he liked about each staff member. When Surveyor asked about Caregiver C, Resident 3 stated, "[Caregiver C]? I don't like [Caregiver C]. I'm afraid of [him/her], and I can't tell you why."

At 9:56 AM, Surveyor asked Resident 4 if s/he'd like to try to talk again. Resident 4 said s/he would and led Surveyor to his/her room. Resident 4 chatted about his/her artwork and appeared to be comfortable and happy. When Surveyor brought up their previous conversation about staff, Resident 4's mood changed. Resident 4 stated s/he did not want to talk about it anymore and left his/her room.

On 02/17/2025 at 10:00 AM, Surveyor asked Owner D and Manager B if there were any concerns brought to their attention about Caregiver C. Owner D stated Resident 1 and Resident 2 reported they heard Caregiver C yelling. Owner D stated Caregiver C had a loud voice. Owner D stated Resident 2 tended to blow things out of proportion. Owner D stated, "They don't love [Caregiver C]," but s/he believed it had more to do with Resident 2 than Caregiver C.

On 02/17/2025 at 10:07 PM, Surveyor received an internal investigation report from Owner D via email. The report indicated Owner D and Manager B interviewed all residents and Caregiver C. Their report indicated 1 of 4 residents (Resident 2) voiced concerns about Caregiver C. The report read, "It was apparent before we met that [Resident 2] had a clear intention of painting [Caregiver C] in the worst light possible. [Resident 2] made allegations of

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M 426	Continued From page 5 petty arguments about a pillow... calling [Caregiver C] a drill sergeant, saying [Resident 2] can't believe [Caregiver C] has a job here, and that [Caregiver C] can't handle stress ... After [Manager B] and [Owner D] completed talking with the residents and with [Caregiver C], neither of us believe that [Caregiver C] is infringing on resident rights, abusing, or neglecting the residents. I did take [Caregiver C] off the schedule for tonight as [s/he] was very sad and feeling low after our discussion. I have not terminated [Caregiver C] as of now because I do not believe [s/he] has done anything wrong."	M 426		