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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525108 | (X2) MULTIPLE CONSTRUCTION A. Building B. Wing | (X3) DATE SURVEY COMPLETED 04/29/2026 |
| NAME OF PROVIDER OR SUPPLIER Resolve at West Allis Respiratory and Rehab | | STREET ADDRESS, CITY, STATE, ZIP CODE 9047 W Greenfield Ave West Allis, WI 53214 | |

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

| (X4) ID PREFIX TAG | SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information) |
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| <p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p>Based on observation and interview, the facility did not ensure a safe, clean, comfortable, and homelike environment for 1 (R49) of 18 residents.*The facility experienced water damage to the ceiling in R49's room causing R49 to be concerned of ceiling integrity and organic growth. The facility did not remediate the water damage to R49's ceiling in a timely manner. Findings include: On 04/26/2026, at 9:40 AM, Surveyor interviewed R49. R49 informed Surveyor that water has leaked from ceiling multiple times over last month causing water damage to the ceiling tiles. Surveyor noted brown stained blotches on the ceiling above R49's bed, and above R49's doorway. R49 stated R49 mentioning the concerns to Director of Nursing (DON)-B multiple times but feels it has been shrugged off. R49 informed Surveyor that R49 has also talked to maintenance and they are having a hard time finding tiles. R49 is concerned for the integrity of the ceiling and would like the tiles taken down. On 04/27/2026, at 10:37 AM, Surveyor interviewed Maintenance Director-Q who indicated being newer to his role. Maintenance Director-Q informed Surveyor there have been no leaking pipes over the last month but due to a toilet overflowing on occasions, the ceiling tiles need to be replaced in R49's room due to water damage. Maintenance Director-Q indicated that today is the first Maintenance Director-Q knew of the concern. Maintenance Director-Q stopped by R49's room about an hour ago to say hello, when R49 pointed out the ceiling tiles. Maintenance Director-Q indicated that the facility should be getting replacement tiles for R49's room soon. On 04/27/2026, at 11:13 AM, Surveyor interviewed Maintenance-P who has worked at the facility for 12 years. Maintenance-P indicated being aware of the water damage to the ceiling in R49's room, explaining that an overflowing toilet upstairs came down to R49's room which happened about 2 weeks ago. Maintenance-P was notified by one of the maintenance technicians after the fact and indicated R49's ceilings would need new tiles. Maintenance-P stated the facility now has tiles but Maintenance-P has not got to it yet and that caulk was used previously in some of the areas that had water damage from previous times. Maintenance-P stated none of the new tiles have been taken down or replaced yet, and that Maintenance-P is just waiting for the time to get in there to do it. On 04/28/2026, at 9:13 AM, Surveyor went into R49's room and noted the water damaged ceiling tiles have been taken down. R49 was resting in bed and expressed being very happy that maintenance had now started working on the ceiling. On 04/28/2026, at 3:23 PM, Surveyor interviewed Nursing Home Administrator (NHA)-A and Director of Nursing (DON)-B and was informed that the water damage to the ceiling tiles in R49's room were from a recent leak and that the facility was waiting for it to dry out, before putting nails in to replace the tiles. No additional information was provided.</p> |

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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| LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE |
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| <p>F 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.</p> <p>Based on interview and record review, the facility did not ensure all alleged violations of neglect were reported immediately to the State Agency, but not later than 24 hours after the allegation was made for 1 of 2 Facility Reported Incidents (FRI) reviewed. The facility received notification that R10 made an allegation of neglect on 1/23/26 at 7:00 PM and did not report the allegation to the State Agency until 1/26/26 at 3:14 PM. Findings include: The facility policy, entitled Abuse, Neglect and Exploitation, with no implemented or revised date documents: Policy: it is the policy of this facility to provide protections for the health, welfare and rights of each resident by developing and implementing written policies and procedures that prohibit and prevent abuse, neglect, exploitation and misappropriation of resident property. reporting of all alleged violations to the Administrator, state agency, adult protective services and to all other required agencies (e.g. law enforcement when applicable) within specified timeframes: . not later than 24 hours if the events that cause the allegation do not involve abuse and do not result in serious bodily injury. On 4/27/26, Surveyor reviewed the FRI (facility reported incident) with an initial submission date of 1/26/26 to the State Agency, which documents: On 1/26/26, an email was reviewed by the facility administrator containing an allegation of neglect. The FRI investigation documents an investigation was initiated immediately upon review of the grievance. After a thorough investigation of all potential witnesses, the facility was unable to substantiate the allegation of neglect. The alleged staff member discontinued employment at the facility prior to the grievance being received. On 4/27/26 at 3:06 PM, Surveyor requested the email Nursing Home Administrator (NHA)-A received from R10 on 1/26/26. On 4/28/26 at 7:43 AM, NHA-A provided Surveyor with a copy of the email contents that R10 sent to NHA. Surveyor noted there is no date provided on the email contents and NHA-A stated NHA-A was having issues printing the actual email and was only able to print the contents of the email for Surveyor to review. Surveyor notes the email included a grievance form which documents date submitted as 1/14/26. On 4/29/26 at 8:41 AM, Surveyor asked NHA-A when NHA-A received the email from R10 with a grievance alleging neglect from a staff member. NHA-A stated NHA-A received the email from R10 on 1/23/26 at 7:00 PM. NHA-A stated R10 always emails any grievances to NHA-A because NHA-A is the grievance officer for the facility and R10 prefers to send the grievances in email form due to physical limitations limiting R10's ability to write. NHA-A stated NHA-A often receives emails from R10 with grievances on the weekends or overnight after NHA-A has left the facility for the day. NHA-A stated NHA-A was out of town the weekend NHA-A received the email from R10 on 1/23/26, so NHA-A did not check NHA-A's email until returning to work on 1/26/26. NHA-A stated once NHA-A read the email from R10 on 1/26/26, NHA-A realized R10 was making an allegation of neglect and reported the alleged neglect to the State Agency on 1/26/26. Surveyor shared the concern with NHA-A that R10 notified NHA-A of an allegation of neglect on 1/23/26, but it was not reported to the State Agency until 1/26/26, which is later than 24 hours of receiving the allegation. NHA-A stated R10 should have called NHA-A with any concern about potential abuse or neglect, but R10 emailed NHA-A instead, and NHA-A does not check NHA-A's email 24 hours a day. No additional information was provided regarding why the facility did not report R10's allegation of neglect within 24 hours of receiving notification of the alleged violation.</p> | | |

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| <p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>Provide care and assistance to perform activities of daily living for any resident who is unable.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview and record review, the facility did not ensure dependent residents received the necessary services to maintain nail care for 1 (R5) of 5 residents reviewed for activities of daily living (ADLs).R5, an ADL dependent resident, was observed with long and dirty fingernails from 4/26/26 to 4/28/26.Findings include: The facility's undated policy, titled Nail Care, documents: Policy: The purpose of this procedure is to provide guidelines for the provision of care to a resident's nails for good grooming and health. Policy Explanation and Compliance Guidelines: .2. Identify conditions that increase risk for foot or nail problems, such as diabetes, peripheral vascular disease, heart failure, renal disease, or stroke. 3. Routine cleaning and inspection of nails will be provided during ADL care on an ongoing basis. 4. Routine nail care, to include trimming and filing, will be provided on a regular schedule. Nail care will be provided between scheduled occasions as the need arises.R1 was admitted to the facility on [DATE] with diagnoses that include diabetes, atrial fibrillation, chronic obstructive pulmonary disease, depressive and anxiety disorder.R5's Minimum Data Set (MDS) annual assessment, dated 1/10/26, documents a Brief Interview for Mental Status (BIMS) score of 9, indicating moderate cognitive impairment. The MDS documents that R5 was assessed to be dependent for performing oral hygiene, toileting, shower/bathe, upper/lower body dressing and personal hygiene. On 04/26/2026 at 12:05 PM Surveyor observed R5's fingernails long at approximately 1/2 inch in length and dirty under the nails. Surveyor asked R5 if staff cut R5's fingernails and R5 stated, no one has ever cut them or offered to cut them.R5's Care Plan, dated 2/23/25, documents R5 requires assistance with ADL's r/t (related to) weakness, decreased mobility, pain. The goal is R5's risks for decline inADL abilities will be minimized through review date. Interventions include, in part. Dressing Assist: (Total Dependence) Assist of 1. Personal Hygiene Assist: (Total Dependence) Assist of 1, Showering Assist: (Total Dependence) Assist of 1, Toileting Hygiene Assist: (Total Dependence) Assist of 1.R5's Physician Orders, dated 4/13/26, documents, SHOWER DAY (sic): Monday PM; Document refusals. Nurse to perform Skin Observation in Evaluations and verify shower was completed. Document any skin concerns and update MD/management/Wound Team if needed; every evening shift every Mon (sic) for Shower.R5's Skin Monitoring Comprehensive Certified Nursing Assistant (CNA) Shower Review Sheets, dated 11/3/25 through 4/20/26, documents: Nail Care Completed: Yes, No or Not needed at this time. None of the sheets have documented a Yes or a nurse documenting nail care was provided under the comment section. Surveyor noted, six months of shower sheets were reviewed with R5 receiving a shower every Monday evening. On 04/28/2026 at 7:50 AM, Surveyor observed R5 sleeping in bed supine with hands visible. R5's fingernails were long and dirty and several of R5's fingernails were at least 1/2 inch long. On 04/28/2026 at 7:53 AM Surveyor interviewed Licensed Practical Nurse (LPN)-L who stated, if a resident is diabetic, the nurses have to trim the residents' fingernails. Surveyor asked LPN-L, when does fingernail trimming occur. LPN-L stated this typically occurs when the CNA's shower the residents and the need to cut fingernails is evaluated at that time. If the resident's fingernails need trimming, the CNA's tell the nurse and the nurse will trim the fingernails or if the nurse notices a need for fingernail trimming, it will done at that time. Surveyor asked where fingernail trimming is documented and LPN-L stated, it is not documented.Surveyor asked LPN-L if LPN-L noticed R5's fingernails were long and dirty and LPN-L stated LPN-L had not noticed. Surveyor asked LPN-L if LPN-L could accompany Surveyor to R5's room to observe fingernails. LPN-L and Surveyor entered R5's room together and observed R5's fingernails to be long and dirty underneath the nail. LPN-L acknowledged that R5's fingernails were long and dirty, and LPN-L stated LPN-L would be taking care of trimming R5's fingernails today. Surveyor asked if LPN-L would also be cleaning underneath the fingernails and LPN-L stated, LPN-L will clean with an orange stick that is used to specifically clean underneath the nails.On 04/28/2026 at 1:16 PM, Surveyor observed R5 lying in bed (continued on next page)</p> | | |

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| <p>F 0677</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>supine watching TV with trimmed and clean fingernails. On 04/28/2026 at 3:31 PM, Surveyor asked Director of Nursing (DON)-B what the process for trimming fingernails for diabetic residents. DON-B stated that the CNA's can file the fingernails but cannot cut but the nurses can only cut the fingernails of diabetic residents. The CNA's will notify the nurses on shower days if a diabetic resident fingernails need to be trimmed. The nurse should also be doing the skin assessment after every resident shower and determine if fingernails need to be trimmed as well. On 04/28/2026 at 3:32 PM Surveyor notified Nursing Home Administrator (NHA)-A and DON-B of concerns regarding observations of R5's fingernails long and dirty. LPN-L has since cut and cleaned nails. No additional information was provided.</p> | | |