

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525600	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/09/2025
NAME OF PROVIDER OR SUPPLIER Aria at Mitchell Manor		STREET ADDRESS, CITY, STATE, ZIP CODE 5301 W Lincoln Ave West Allis, WI 53219	

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)
<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</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>51016</p> <p>Based on observation and interview, the facility did not ensure the residents environment was clean, comfortable and homelike for 25 of 25 residents on the 3rd floor.</p> <p>During the Survey the 3rd floor was noted to have dirty stained carpeting in the resident hallway. Urine smell in 3rd floor resident hallway. Debris and dead insects in the light covers on the 3rd floor resident hallway. 2 fans used on the 3rd floor resident dining area were dirty and unclean. The floor transition on the back elevator was covered in food particles and debris.</p> <p>* The 3rd floor community hallway carpeting, light fixtures, back elevator and dining room fans were not maintained in a clean and sanitary manner.</p> <p>Findings include:</p> <p>On 4/8/25, at 08:15 AM, Surveyor observed the carpet on the 3rd floor as stained and appeared dirty. Surveyor noted a strong odor of urine when Surveyor stepped off the elevator on the 3rd floor and at the midway point of the hallway. Surveyor did not note any residents around the urine smell. Surveyor noted what looked like dead insects and debris in most of the 3rd floor resident hallway ceiling light fixtures.</p> <p>On 4/8/25, at 01:20 PM, Surveyor observed a window box fan in the dining area. The fan blades and screen guards were covered in dirt, dust and debris.</p> <p>On 4/8/25, at 02:20 PM, Surveyor observed food particles, dirt and a wrapper in the transition grooves of the back elevator. The debris appeared to the Surveyor to interfere with the elevators ability to close and allow the elevator to function. Surveyor moved some of the dirt and wrapper away with the Surveyor's foot and the door closed and the elevator operated.</p> <p>On 4/8/25, at 02:37 PM, Surveyor informed the Nursing Home Administrator (NHA)-A that the elevator was not closing appropriately, and that the Surveyor cleared an obstruction with the Surveyor's foot that seemed to allow the elevator door to close. The NHA-A informed the Surveyor the facility would have the elevator looked at.</p> <p>(continued on next page)</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.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 4/9/25, at 08:00 AM, Surveyor observed the resident hallway on 3rd floor. Surveyor noted urine smell at the midway point of the hallway. Surveyor observed the same dirt and staining on the carpets and the same dirt and dead insects in the light fixtures as observed on 4/8/25. The elevator still had the same wrapper and food particles in the elevator door slides from the prior day.</p> <p>On 4/9/25, at 08:11 AM, Surveyor observed the dining area. Surveyor observed a large standing fan facing the resident's eating area. Surveyor observed the fan was very dirty and full of dust and debris. The fan blades had debris, dust and dirt caked on them. The wire guards around the fan were full of debris, dust and dirt. Surveyor noted the window fan observed on 4/8/25 in the dining room remained caked with debris, dust and dirt.</p> <p>On 4/9/25, at 09:26 AM, Surveyor observed 3rd floor resident hallway. Urine smell remained in the midway point of the hallway with no residents around the immediate area. The carpet along with the staining had scraps from breakfast, paper lids, and condiment package pieces.</p> <p>On 4/9/25, at 09:37, Surveyor interviewed Environmental Services Director (EVS)-C about the cleaning responsibilities and cleaning schedules. Surveyor was starting an interview with Housekeeper-E and EVS-C came down the hall and introduced EVS-C as the Environmental Services Director. EVS-C informed Surveyor that EVS-C could answer any questions the Surveyor had. Housekeeper-E informed Surveyor that Housekeeper-E had only been employed for a week.</p> <p>Surveyor asked EVS-C what the facility cleaning schedules were for the carpeting, light fixtures and transition areas like the elevator floor and closure areas. EVS-C informed Surveyor that maintenance cleaned the light fixtures and contracted out for carpet cleaning. EVS-C informed Surveyor that housekeepers would run a duster over the outside of the light if it was noticed to been dirty, but there was no schedule for housekeeping to clean the lights. EVS-C informed Surveyor that all floors are mopped daily and as needed by housekeeping. EVS-C informed Surveyor that housekeeping did not do full carpet cleaning but would spot clean right away if there were accidents or spillage.</p> <p>EVS-C asked Surveyor if there was something specific about the carpet the Surveyor wanted to know. Surveyor informed EVS-C that the carpet was stained and looked dirty. Surveyor informed EVS-C that there was frequently an odor of urine on the 3rd floor when no residents were in the area. EVS-C informed Surveyor that it depends on the time of the day before and after cares. EVS-C informed Surveyor that the staff and residents sometimes dispose of used depends in the garbage in the rooms. EVS-C informed Surveyor that they ask staff not to leave depends in the rooms when staff are finished with the cares. EVS-C informed Surveyor our staff will clean up any accidents right away and would never try to mask odors. EVS-C informed Surveyor that the residents often leave their depends in the garbage themselves.</p> <p>Surveyor asked EVS-C if EVS-C could provide the Surveyor with cleaning schedules for light fixtures and other equipment like the fans in the resident dining room area. Surveyor requested documentation and or logs verifying when these areas are cleaned. EVS-C informed Surveyor the Maintenance Supervisor would oversee that. Surveyor asked EVS-C who would have the carpet cleaning schedules and documentation. EVS-C informed Surveyor that the Maintenance Supervisor would oversee that also.</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 4/9/25, at 09:45 AM Surveyor interviewed Maintenance Supervisor (MS)-D about cleaning and inspection schedules including documentation, invoices, contracts that verify when the carpet cleaning is completed. Surveyor asked MS-D how often the carpets are cleaned in the resident areas on the 3rd floor. MS-D informed Surveyor the facility contracts out carpet cleaning services. MS-D informed Surveyor carpet cleaning was done maybe 1 to 2 times a year. MS-D then informed Surveyor maybe every 6 months. Surveyor asked MS-D when the last time the carpet was cleaned by their contractor. MS-D informed Surveyor after consulting with EVS-C maybe 3 months ago. Surveyor asked MS-D for the invoice, contract or any documentation on the cleaning of the carpets 3 months ago. MS-D informed Surveyor that there wasn't any documentation kept for the carpet cleaning 3 months ago. MS-D informed Surveyor that MS-D did not keep that information. Surveyor asked for any invoices or contracts from the last year with the company the facility contracted with for carpet cleaning. MS-D informed the Surveyor that MS-D had no invoices or contracts.</p> <p>Surveyor asked MS-D who is responsible for inspecting and cleaning the fans in the dining area on 3rd floor. MS-D informed Surveyor that maintenance supplies the fans in the dining room and some of the residents' room fans if a resident did not have a fan. Surveyor asked MS-D who was responsible for inspecting and cleaning the ceiling light fixtures in the resident's hallway on 3rd floor. MS-D informed Surveyor that maintenance was responsible for the ceiling lights. Surveyor asked MS-D for any invoices, contracts, logs and or schedules/policies for cleaning the fans and the ceiling lights. MS-D informed Surveyor that MS-D did not have any documentation or schedules for the Surveyor. MS-D informed Surveyor that MS-D did not keep records like that. Surveyor asked MS-D how the facility knew to clean the lights and fans or other equipment in the residents' areas that maintenance may be responsible to inspect and have cleaned. MS-D informed Surveyor when the fans or lights looked dirty, or if someone reports that something in the resident areas needed repair or cleaning.</p> <p>Surveyor asked MS-D to confirm there is no documentation, logs, records kept that the Surveyor could verify cleaning of the carpet, light fixtures or fans on 3rd floor. MS-D informed Surveyor that MS-D doesn't have anything to show the Surveyor.</p> <p>On 4/9/25, at 10:04 AM, Surveyor informed Nursing Home Administrator (NHA)-A about Surveyor's observations and concerns over cleanliness and sanitary conditions in the facility. Surveyor informed NHA-A about urine odors frequently noted on 3rd floor. Surveyor informed NHA-A of the observation the carpet on 3rd floor was dirty and stained. Surveyor informed NHA-A of observations of the dead insects and debris in the ceiling lights on the 3rd floor resident hallway. Surveyor informed NHA-A of observations of the dining room fans being caked with dirt and debris especially in a resident food service area. Surveyor informed NHA-A of the back elevator still had food and dirt particles in the transition area of the door. Surveyor informed NHA-A that EVS-C and MS-D could not provide any records, documentation, logs, schedules, invoices or contracts to verify the cleaning of the fans, carpet or ceiling lights in the resident areas on 3rd floor.</p> <p>(continued on next page)</p>		

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