Tony Evers
Governor

Kristen L. Johnson
Secretary

State of Wisconsin
Department of Health Services

DIVISION OF QUALITY ASSURANCE

BUREAU OF ASSISTED LIVING
NORTHWESTERN REGIONAL OFFICE
610 GIBSON ST SUITE 1
EAU CLAIRE WI 54701-3687

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September 18, 2026

ELECTRONIC MAIL
SOD #C7GY11

NOTICE OF NONCOMPLIANCE

COMPLIANCE REQUIREMENT

Donna Flaata
12755 Highway 55 Ste J125
Plymouth, MN 55441

C/O Operator: Caretta Senior Living Eau Claire LLC

Re: Caretta Senior Living Eau Claire RCAC
4650 Keystone Crossing
Eau Claire, WI 54701

Dear Donna Flaata:

This letter is a NOTICE of NONCOMPLIANCE on the registrant of Caretta Senior Living Eau Claire RCAC located at 4650 Keystone Crossing. This regulatory action is taken by the Department of Health Services (Department) pursuant to Wis. Stat. § 50.034, and Wis. Admin. Code ch. DHS 89.

NOTICE OF NONCOMPLIANCE

On August 12, 2026, a compliance visit was concluded for Caretta Senior Living Eau Claire RCAC by the Division of Quality Assurance, Bureau of Assisted Living, to verify that the above-referenced facility was in compliance with Wis. Stat. ch. 50 or Wis. Admin. Code ch. DHS 89, or both, which set forth requirements for the administration and operation of a registered residential care apartment complex (RCAC). The Statements of Noncompliance are as follows:

Statement of Noncompliance #1:

Wis. Admin. Code § DHS 89.34(16), requires that medications are received by the tenant in the dosage and at the intervals prescribed by the physician.

Based on record review and interview, the provider did not ensure 1 of 1 tenant received prescribed medications in the dosage and at the intervals prescribed by the physician on 08/05/2026 when s/he received the wrong dose of insulin.

Findings include:

On 08/07/2026, the Department received a complaint regarding medication administration.

On 08/11/2026, Surveyor requested and reviewed recent medication errors. A tenant had a medication error documented on 08/05/2026 when s/he received 46 units of insulin at dinner time and was ordered to receive 34 units. The medication incident report identified the following were possible contributing factors: failing to check medications against the medication administration record (MAR), and failure to follow the MAR.

On 08/11/2026 at approximately 3:30 PM, Surveyor interviewed the tenant above. The tenant informed Surveyor the staff member administered the wrong dose after s/he had verbalized it was the incorrect dose.

COMPLIANCE REQUIREMENT

According to Wis. Admin. Code § DHS 89.43(3), at any time, you shall be able to verify compliance with the applicable provisions of Wis. Stat. ch. 50, and Wis. Admin. Code ch. DHS 89. Various areas of noncompliance have been identified in this NOTICE, consequently, you should review the Statements of Noncompliance and make the necessary changes to your operation to ensure full compliance.

Please note the Statements of Noncompliance in this NOTICE do not affect the registration of Caretta Senior Living Eau Claire RCAC at this time; however, continued noncompliance may result in additional action, including registration revocation, jeopardizing the status of Caretta Senior Living Eau Claire RCAC as a registered RCAC.

* * *

If you have any questions about this letter, please contact Kelly Haugen, Assisted Living Regional Director, at (715) 836-4965.

Sincerely,



Kenneth Brotheridge, Assisted Living Director
Bureau of Assisted Living
Division of Quality Assurance

Enclosure

KB/JAK