STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0020231	A. BUILDING: _____ B. WING _____	C 04/14/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CARETTA SENIOR LIVING EAU CLAIRE CBRF	4650 KEYSTONE CROSSING EAU CLAIRE, WI 54701

(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
N 000	Initial Comments On 04/08/2026, Surveyor completed 3 complaint investigations at Caretta Senior Living Eau Claire CBRF. Data collected through 04/14/2026. One of 3 complaints were substantiated. Two deficiencies were identified. Census: 23	N 000		
N 396	83.36(1)(a) Adequate staff to meet resident needs. The CBRF shall provide employees in sufficient numbers on a 24-hour basis to meet the needs of the residents. This Rule is not met as evidenced by: Based on record review and interview, the provider did not provide a sufficient number of employees on a 24-hour basis to meet the needs of the residents. The provider did not always have 2 staff members working when residents required the assistance of 2 staff members to assist for transfers. Resident 1 required the assistance of 2 staff for transfers. Resident 2 required the assistance of 2 staff for transfers. Findings include: On 12/17/2025, the Department received a complaint regarding inadequate staffing concerns. On 04/08/2026 at approximately 9 AM, Surveyor	N 396		

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

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N 396	Continued From page 1 requested a resident roster. Surveyor asked for any residents who needed 2 staff for transfers to be identified on the roster. On the resident roster Surveyor received from Director of Nursing (DON) B, Resident 1 and Resident 2 were identified as 2-person transfers. On 04/08/2026 at approximately 10 AM, Surveyor interviewed Caregiver F about any residents who required 2-assist for transfers. Caregiver F stated that Resident 1 and Resident 2 both needed 2 people for transfers. On 04/08/2026 at approximately 11 AM, Surveyor reviewed the employee schedule from 02/01/2026 to 02/28/2026. The schedule indicated the following: 02/02/2026 - Caregiver G worked alone from 10 PM until 6 AM. 02/05/2026- Caregiver G worked alone from 10 PM until 6 AM. On 02/02/2026 and 02/05/2026 there were no scheduled float staff, leaving Caregiver G alone and the only staff available. On 04/09/2026 at 2:45 PM, Surveyor received an e-mail from DON B. DON B stated, s/he looked back at the schedule and noticed that the reason there were only 2 people on multiple days was due to a scheduling error. After reviewing it again, s/he found that there were 2 days where only 2 people were scheduled between both buildings. On these days, there was 1 staff at the Community Based Residential Facility (CBRF) and 1 staff at the connected Residential Care Apartment Complex (RCAC).	N 396		

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N 396	Continued From page 2 In addition to the 2 dates listed above where there was only 1 staff working on the CBRF, there were multiple dates where the provider had 1 scheduled caregiver and 1 float caregiver. On 04/08/2026 at approximately 11:15 AM, Surveyor interviewed DON B about float cares. DON B stated that float staff floated between both the CBRF and the RCAC throughout the shift and helped wherever help was needed. On the following days from 10:00 PM - 6:00 AM there was only 1 staff member assigned to the CBRF side and 1 float staff scheduled, leaving the potential for the CBRF to have only 1 staff onsite: 02/03/2026 02/04/2026 02/07/2026 02/08/2026 02/09/2026 02/10/2026 02/14/2026 02/17/2026 02/18/2026 02/19/2026 02/21/2026 02/22/2026 02/23/2026 02/28/2026 The schedule did not indicate where the float staff worked, so for those 14 days, it was unknown whether staff worked alone or had a second staff. The provider did not provide a sufficient number of employees on a 24-hour basis to meet the needs of the residents.	N 396		

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N 396	Continued From page 3 Cross References: N0399 DHS 83.36(2) Maintain Current Written Staffing Schedule	N 396		
N 399	83.36(2) Maintain current written staffing schedule Staffing schedule. The CBRF shall maintain a current written schedule for staffing the CBRF. The schedule shall include each employee ' s full name, job assignment and time worked. This Rule is not met as evidenced by: Based on record review and interview, the provider did not maintain an accurate written staff schedule for February 2026. Findings include: On 12/17/2025, the Department received a complaint regarding inadequate staffing concerns. On 04/08/2026 at approximately 9 AM, Surveyor requested the staff schedule for February and March of 2026 from Business Office Manager (BOM) C. Surveyor interviewed BOM C about typical staffing patterns. BOM C stated that they often will run 3 staff during the day (6 AM to 2 PM) and afternoon (2 PM to 10PM) shift and 2 during the night shift (10 PM to 6 AM) on both the (Community Based Residential Facility) CBRF and the Residential Care Apartment Complexes (RCAC). In addition, they often had a float staff on each shift who floated between both sides. At approximately 9:45 AM, Surveyor then interviewed Director of Nursing (DON) B, who	N 399		

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N 399	Continued From page 4	N 399		

stated the same staffing patterns. DON B stated that there were residents who required 2-assist, so there would always be at least 2 staff members scheduled.

Surveyor reviewed the staff schedule for February of 2026. There were multiple days where only 2 staff were scheduled from 10pm to 6am (1 on the CBRF side, 1 on the RCAC side). There were also some days where there were 3 total staff scheduled (1 on the RCAC side, 1 on the CBRF, and 1 float staff). Surveyor interviewed DON B about the schedule findings. DON B stated that s/he hoped that was not true and stated there should have always been 2 staff scheduled for the CBRF. DON B stated that s/he would have Executive Director (ED) A look at the timecards and report back. DON B stated that ED H oversaw the February schedule, but s/he was no longer with the company. DON B acknowledged that even if timecards showed that there were additional staff working, that the schedule needed to accurately reflect who worked.

On 04/09/2026 at 2:45 PM, Surveyor received an e-mail from DON B that read, "Here is the schedule again, apparently it appeared that there was only two on multiple days due to the fact that a few people have since been terminated so that schedule did not reflect that they worked."

Surveyor reviewed the updated schedule sent by DON B. The schedule had two caregivers added to the bottom. Caregiver D worked 15 night shifts in February. Caregiver E worked 6 night shifts in February. However, none of the shifts for Caregiver D or Caregiver E listed their job assignment (CBRF, RCAC, or Float).

The provider did not maintain an accurate written

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N 399	Continued From page 5 schedule when 2 caregivers were left off the schedule, in addition to not having an assigned workplace location. Cross References: N0396 83.36 (1)(a) Adequate Staff to Meet Resident Needs	N 399		