

**Provider Inspection Summary**  
For the period 04/01/2008 to 03/31/2011  
Residential Care Apartment Complex  
COUNTY: EAU CLAIRE

**Notes**

**This report includes Provider Inspection Summaries (Facility Profiles) for Residential Care Apartment Complexes in Eau Claire County.**

**The report is a PDF (Adobe Acrobat) document and includes a total of 10 pages. If you wish to read the profile for a particular facility without scrolling through the rest of the document, use the Search feature in the Acrobat Reader to specify part of the name of the facility you wish to review.**

**If you wish to print the profile for a particular facility, be sure to send only the desired pages to your computer printer. Otherwise you will be printing all pages in the document.**

**Provider Inspection Summary**  
For the period 04/01/2008 to 03/31/2011  
Residential Care Apartment Complex (REGISTERED)  
COUNTY: EAU CLAIRE

**Facility Information**

**Facility Name:** OAK GARDENS (0011408)

**Address:** 342 TWIN OAK DRIVE, ALTOONA, WI 54720

**License Status:** REGULAR

**Licensed/Certified/Registered** 02/24/2006

**Regional Office:** WESTERN REGION (EAU CLAIRE), (715) 836-4752

**Survey History**

**Survey ID:** 0107939      **End Date:** 02/09/2011      **Type:** OTHER      **Purpose:** COMPLAINT

**Results:** NO STATEMENT OF DEFICIENCY ISSUED

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**Survey ID:** 0102378      **End Date:** 08/21/2008      **Type:** OTHER      **Purpose:** COMPLAINT

**Results:** NO STATEMENT OF DEFICIENCY ISSUED

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**Provider Inspection Summary**  
For the period 04/01/2008 to 03/31/2011  
Residential Care Apartment Complex (REGISTERED)  
COUNTY: EAU CLAIRE

**Complaint History (OAK GARDENS)**

**Date Complaint Received: 08/21/2008**

**Date Investigation Completed: 08/21/2008**

Subject Area(s)

Result

SOD #

PHYSICAL PLANTS & SAFETY HAZARDS

NOT SUBSTANTIATED

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**Provider Inspection Summary**  
For the period 04/01/2008 to 03/31/2011  
Residential Care Apartment Complex (CERTIFIED)  
COUNTY: EAU CLAIRE

**Facility Information**

**Facility Name:** GRACE WILLOWBROOK (0012799)  
**Address:** 4868 OTTESON LANE, EAU CLAIRE, WI 54701  
**License Status:** REGULAR  
**Licensed/Certified/Registered** 06/01/2009  
**Regional Office:** WESTERN REGION (EAU CLAIRE), (715) 836-4752

**Survey History**

**Survey ID:** 0107298      **End Date:** 10/19/2010      **Type:** OTHER      **Purpose:** COMPLAINT

**Results:** NO STATEMENT OF DEFICIENCY ISSUED

**Survey ID:** 0104116      **End Date:** 05/22/2009      **Type:** INITIAL      **Purpose:** SURVEY

**Results:** LICENSE/CERT/REGISTRATION ISSUED

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**Provider Inspection Summary**  
For the period 04/01/2008 to 03/31/2011  
Residential Care Apartment Complex (CERTIFIED)  
COUNTY: EAU CLAIRE

**Complaint History (GRACE WILLOWBROOK)**

**Date Complaint Received: 07/21/2010**

**Date Investigation Completed: 10/19/2010**

Subject Area(s)

Result

SOD #

STAFF TRAINING AND PROFICIENCY

NOT SUBSTANTIATED

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**Provider Inspection Summary**  
For the period 04/01/2008 to 03/31/2011  
Residential Care Apartment Complex (CERTIFIED)  
COUNTY: EAU CLAIRE

**Facility Information**

**Facility Name:** HEATHER WOOD LLC (0010276)  
**Address:** 4510 GATEWAY DRIVE, EAU CLAIRE, WI 54701  
**License Status:** REGULAR  
**Licensed/Certified/Registered** 03/26/2003  
**Regional Office:** WESTERN REGION (EAU CLAIRE), (715) 836-4752

**Survey History**

**Survey ID:** 0108180      **End Date:** 03/16/2011      **Type:** OTHER      **Purpose:** DESK REVIEW

**Results:** NO STATEMENT OF DEFICIENCY ISSUED

**Survey ID:** 0105548      **End Date:** 01/22/2010      **Type:** ABBREVIATED      **Purpose:** SURVEY

**Results:** NO STATEMENT OF DEFICIENCY ISSUED

**Survey ID:** 0104058      **End Date:** 05/26/2009      **Type:** OTHER      **Purpose:** DESK REVIEW

**Results:** NO STATEMENT OF DEFICIENCY ISSUED

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**Provider Inspection Summary**  
For the period 04/01/2008 to 03/31/2011  
Residential Care Apartment Complex (CERTIFIED)  
COUNTY: EAU CLAIRE

**Facility Information**

**Facility Name:** HERITAGE-I LLC (0012506)  
**Address:** 3706 DAMON ST, EAU CLAIRE, WI 54701  
**License Status:** REGULAR  
**Licensed/Certified/Registered** 09/01/2008  
**Regional Office:** WESTERN REGION (EAU CLAIRE), (715) 836-4752

**Survey History**

**Survey ID:** 0105176    **End Date:** 11/10/2009    **Type:** STANDARD    **Purpose:** SURVEY

**Results:** NO STATEMENT OF DEFICIENCY ISSUED

**Survey ID:** 0104500    **End Date:** 07/24/2009    **Type:** OTHER    **Purpose:** COMPLAINT

**Results:** NO STATEMENT OF DEFICIENCY ISSUED

**Survey ID:** 0102401    **End Date:** 08/26/2008    **Type:** INITIAL    **Purpose:** DESK REVIEW

**Results:** LICENSE/CERT/REGISTRATION ISSUED

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**Provider Inspection Summary**  
For the period 04/01/2008 to 03/31/2011  
Residential Care Apartment Complex (CERTIFIED)  
COUNTY: EAU CLAIRE

**Complaint History (HERITAGE-I LLC)**

**Date Complaint Received: 06/02/2009**

**Date Investigation Completed: 07/24/2009**

Subject Area(s)  
RESIDENT RIGHTS  
PROGRAM SERVICES

Result  
NOT SUBSTANTIATED  
NOT SUBSTANTIATED

SOD #

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**Provider Inspection Summary**  
For the period 04/01/2008 to 03/31/2011  
Residential Care Apartment Complex (CERTIFIED)  
COUNTY: EAU CLAIRE

**Facility Information**

**Facility Name:** MILESTONE SENIOR LIVING-WESTRIDGE RCAC (0013348)

**Address:** 5512 RENEE DR, EAU CLAIRE, WI 54703

**License Status:** REGULAR

**Licensed/Certified/Registered** 06/07/2010

**Regional Office:** WESTERN REGION (EAU CLAIRE), (715) 836-4752

**Survey History**

**Survey ID:** 0107962    **End Date:** 02/07/2011    **Type:** OTHER    **Purpose:** COMPLAINT

**Results:** STATEMENT OF DEFICIENCY ISSUED

**Statement of Deficiency:** #D2MJ11    Served 02/16/2011

<u>Deficiencies Cited</u>	<u>Subject Area</u>	<u>Compliance Verified</u>	<u>Corrected</u>
89.23(4)(a)2	SERVICES		
89.34(17)	TENANT RIGHTS		

**Survey ID:** 0106406    **End Date:** 06/07/2010    **Type:** INITIAL    **Purpose:** SURVEY

**Results:** LICENSE/CERT/REGISTRATION ISSUED

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**Provider Inspection Summary**  
For the period 04/01/2008 to 03/31/2011  
Residential Care Apartment Complex (CERTIFIED)  
COUNTY: EAU CLAIRE

**Complaint History (MILESTONE SENIOR LIVING-WESTRIDGE RCAC)**

**Date Complaint Received: 12/30/2010**

**Date Investigation Completed: 02/07/2011**

<u>Subject Area(s)</u>	<u>Result</u>	<u>SOD #</u>
HOMELIKE ENVIRONMENT & CLEANLINESS	NOT SUBSTANTIATED	
NUTRITION & FOOD SERVICES	NOT SUBSTANTIATED	
MEDICATIONS	NOT SUBSTANTIATED	
STAFF TRAINING AND PROFICIENCY	SUBSTANTIATED	D2MJ11
STAFF ADEQUACY	NOT SUBSTANTIATED	
PROGRAM SERVICES	NOT SUBSTANTIATED	

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