

Provider Inspection Summary

For the period 01/21/2022 to 01/20/2025

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 13.00 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 01/21/2022 to 01/20/2025
Residential Care Apartment Complex (CERTIFIED)

Facility Information

Facility Name: CLASSIC AT HILLCREST GREENS SENIOR LIVING (THE) (0015612)

Address: 2455 SAWGRASS PLACE, ALTOONA, WI 54720

License Status: REGULAR

Licensed/Certified/Registered 07/01/2015 12:00:00AM

Regional Office: NORTHWESTERN REGION (EAU CLAIRE), (715) 836-4790

Survey History

Survey ID: 0142747 **End Date:** 04/05/2023 **Type:** OTHER **Purpose:** COMPLAINT

Results: STATEMENT OF DEFICIENCY ISSUED

Statement of Deficiency: #9XT111 Served 04/11/2023

<u>Deficiencies Cited</u>	<u>Subject Area</u>	<u>Compliance Verified</u>	<u>Corrected</u>
89.27(2)(b)2	SERVICE AGREEMENT	5/26/23	

Complaint History (CLASSIC AT HILLCREST GREENS SENIOR LIVING (THE)--0015612)

Date Complaint Received: 01/12/2023

Date Investigation Completed: 04/05/2023

Subject Area(s)
ADMINISTRATION

Result
SUBSTANTIATED

SOD #
9XT111

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Provider Inspection Summary

For the period 01/21/2022 to 01/20/2025
Residential Care Apartment Complex (REGISTERED)

Facility Information

Facility Name: OAK GARDENS PLACE (0014670)
Address: 342 TWIN OAK DR, ALTOONA, WI 54720
License Status: REGULAR
Licensed/Certified/Registered 07/11/2013 12:00:00AM
Regional Office: NORTHWESTERN REGION (EAU CLAIRE), (715) 836-4790

Survey History

No survey activity during the period 1/21/22 to 1/20/25

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Provider Inspection Summary

For the period 01/21/2022 to 01/20/2025
Residential Care Apartment Complex (REGISTERED)

Facility Information

Facility Name: CARETTA SENIOR LIVING EAU CLAIRE RCAC (0020232)

Address: 4650 KEYSTONE CROSSING, EAU CLAIRE, WI 54701

License Status: REGULAR

Licensed/Certified/Registered 06/26/2024 12:00:00AM

Regional Office: NORTHWESTERN REGION (EAU CLAIRE), (715) 836-4790

Survey History

Survey ID: 0146796 **End Date:** 06/25/2024 **Type:** INITIAL **Purpose:** SURVEY

Results: LICENSE/CERT/REGISTRATION ISSUED

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Provider Inspection Summary

For the period 01/21/2022 to 01/20/2025
Residential Care Apartment Complex (CERTIFIED)

Facility Information

Facility Name: GRACE WILLOWBROOK (0012799)
Address: 4868 OTTESON LANE, EAU CLAIRE, WI 54701
License Status: REGULAR
Licensed/Certified/Registered 06/01/2009 12:00:00AM
Regional Office: NORTHWESTERN REGION (EAU CLAIRE), (715) 836-4790

Survey History

Survey ID: 0147252 **End Date:** 07/29/2024 **Type:** ABBREVIATED **Purpose:** SURVEY
Results: NO STATEMENT OF DEFICIENCY ISSUED

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Provider Inspection Summary

For the period 01/21/2022 to 01/20/2025
Residential Care Apartment Complex (CERTIFIED)

Facility Information

Facility Name: HEATHERWOOD (0016084)
Address: 4510 GATEWAY DR, EAU CLAIRE, WI 54701
License Status: REGULAR
Licensed/Certified/Registered 04/11/2016 12:00:00AM
Regional Office: NORTHWESTERN REGION (EAU CLAIRE), (715) 836-4790

Survey History

Survey ID: 0147599 **End Date:** 07/24/2024 **Type:** STANDARD **Purpose:** SURVEY/COMPLAINT/VV

Results: ENFORCEMENT ACTION

Statement of Deficiency: #5X1P13 Served 09/18/2024

<u>Deficiencies Cited</u>	<u>Subject Area</u>	<u>Compliance Verified</u>	<u>Corrected</u>
89.23(4)(a)1	SERVICES		
89.23(4)(a)2	SERVICES		
89.23(4)(c)	SERVICES		
89.23(4)(d)1	SERVICES		
89.28(1)	RISK AGREEMENT		
89.34(16)	TENANT RIGHTS		

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Provider Inspection Summary

For the period 01/21/2022 to 01/20/2025
Residential Care Apartment Complex (CERTIFIED)

Survey ID: 0145808 **End Date:** 01/25/2024 **Type:** OTHER **Purpose:** COMPLAINT/VV

Results: ENFORCEMENT ACTION

Statement of Deficiency: #5X1P12 Served 03/06/2024

<u>Deficiencies Cited</u>	<u>Subject Area</u>	<u>Compliance</u>	
		<u>Verified</u>	<u>Corrected</u>
89.27(4)	SERVICE AGREEMENT	7/24/24	Yes
89.28(2)(a)1	RISK AGREEMENT	7/24/24	Yes
89.34(16)	TENANT RIGHTS	7/24/24	No

Survey ID: 0144633 **End Date:** 10/17/2023 **Type:** OTHER **Purpose:** COMPLAINT

Results: ENFORCEMENT ACTION

Statement of Deficiency: #5X1P11 Served 10/26/2023

<u>Deficiencies Cited</u>	<u>Subject Area</u>	<u>Compliance</u>	
		<u>Verified</u>	<u>Corrected</u>
89.34(16)	TENANT RIGHTS	1/25/24	No

Survey ID: 0141974 **End Date:** 01/20/2023 **Type:** OTHER **Purpose:** COMPLAINT

Results: STATEMENT OF DEFICIENCY ISSUED

Statement of Deficiency: #71BS11 Served 01/30/2023

<u>Deficiencies Cited</u>	<u>Subject Area</u>	<u>Compliance</u>	
		<u>Verified</u>	<u>Corrected</u>
89.23(2)(a)2.c	SERVICES	3/16/23	

Survey ID: 0140330 **End Date:** 07/20/2022 **Type:** ABBREVIATED **Purpose:** SURVEY/COMPLAINT

Results: NO STATEMENT OF DEFICIENCY ISSUED

Survey ID: 0139156 **End Date:** 03/31/2022 **Type:** OTHER **Purpose:** COMPLAINT

Results: NO STATEMENT OF DEFICIENCY ISSUED

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Provider Inspection Summary

For the period 01/21/2022 to 01/20/2025
Residential Care Apartment Complex (CERTIFIED)

Enforcement History (HEATHERWOOD--0016084)

Date: 09/17/2024 **SOD #**5X1P13 **Appealed:** No

Sanctions

COMPLY WITH DEPARTMENT PLAN OF CORRECTION

ORDER TO COMPLY

FORFEITURE---89.23(4)(a)1

FORFEITURE---89.23(4)(d)1

FORFEITURE---89.34(16)

Date: 03/06/2024 **SOD #**5X1P12 **Appealed:** No

Sanctions

ORDER TO COMPLY

FORFEITURE---89.34(16)

Date: 10/26/2023 **SOD #**5X1P11 **Appealed:** No

Sanctions

ORDER TO COMPLY

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Provider Inspection Summary

For the period 01/21/2022 to 01/20/2025
Residential Care Apartment Complex (CERTIFIED)

Complaint History (HEATHERWOOD--0016084)

Date Complaint Received: 05/28/2024

Date Investigation Completed: 07/24/2024

Subject Area(s)

Result

SOD #

ADMINISTRATION
PHYSICAL ENVIRONMENT/SAFETY
PROGRAM SERVICES

NOT SUBSTANTIATED
NOT SUBSTANTIATED
NOT SUBSTANTIATED

Date Complaint Received: 05/14/2024

Date Investigation Completed: 07/24/2024

Subject Area(s)

Result

SOD #

ADMINISTRATION
PROGRAM SERVICES
STAFF TRAINING AND PROFICIENCY

NOT SUBSTANTIATED
NOT SUBSTANTIATED
SUBSTANTIATED 5X1P13

Date Complaint Received: 04/29/2024

Date Investigation Completed: 07/24/2024

Subject Area(s)

Result

SOD #

ADMINISTRATION
PHYSICAL ENVIRONMENT/SAFETY
STAFF TRAINING AND PROFICIENCY

SUBSTANTIATED 5X1P13
NOT SUBSTANTIATED
SUBSTANTIATED 5X1P13

Date Complaint Received: 11/28/2023

Date Investigation Completed: 01/25/2024

Subject Area(s)

Result

SOD #

PROGRAM SERVICES

SUBSTANTIATED 5X1P12

Date Complaint Received: 10/26/2023

Date Investigation Completed: 01/25/2024

Subject Area(s)

Result

SOD #

RESIDENT RIGHTS

NOT SUBSTANTIATED

Date Complaint Received: 09/26/2023

Date Investigation Completed: 10/17/2023

Subject Area(s)

Result

SOD #

PROGRAM SERVICES

SUBSTANTIATED 5X1P11

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Provider Inspection Summary

For the period 01/21/2022 to 01/20/2025
Residential Care Apartment Complex (CERTIFIED)

Date Complaint Received: 10/17/2022

Subject Area(s)

STAFF TRAINING AND PROFICIENCY
PROGRAM SERVICES

Date Investigation Completed: 01/20/2023

Result

SUBSTANTIATED
NOT SUBSTANTIATED

SOD #

71BS11

Date Complaint Received: 04/28/2022

Subject Area(s)

PROGRAM SERVICES
STAFF TRAINING AND PROFICIENCY

Date Investigation Completed: 07/20/2022

Result

NOT SUBSTANTIATED
NOT SUBSTANTIATED

SOD #

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Provider Inspection Summary

For the period 01/21/2022 to 01/20/2025
Residential Care Apartment Complex (CERTIFIED)

Facility Information

Facility Name: HERITAGE OAKWOOD HILLS (0012506)
Address: 3706 DAMON ST, EAU CLAIRE, WI 54701
License Status: REGULAR
Licensed/Certified/Registered 09/01/2008 12:00:00AM
Regional Office: NORTHWESTERN REGION (EAU CLAIRE), (715) 836-4790

Survey History

Survey ID: 0141822 **End Date:** 01/04/2023 **Type:** OTHER **Purpose:** COMPLAINT

Results: NO STATEMENT OF DEFICIENCY ISSUED

Survey ID: 0141705 **End Date:** 12/15/2022 **Type:** ABBREVIATED **Purpose:** SURVEY/COMPLAINT

Results: NO STATEMENT OF DEFICIENCY ISSUED

Complaint History (HERITAGE OAKWOOD HILLS--0012506)

Date Complaint Received: 12/19/2022

Date Investigation Completed: 01/04/2023

Subject Area(s)

Result

SOD #

ADMINISTRATION
RESIDENT RIGHTS

NOT SUBSTANTIATED
NOT SUBSTANTIATED

Date Complaint Received: 09/27/2022

Date Investigation Completed: 12/15/2022

Subject Area(s)

Result

SOD #

PROGRAM SERVICES

NOT SUBSTANTIATED

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Provider Inspection Summary

For the period 01/21/2022 to 01/20/2025
Residential Care Apartment Complex (CERTIFIED)

Facility Information

Facility Name: MILESTONE SENIOR LIVING RENEE (0017050)

Address: 5512 RENEE DR, EAU CLAIRE, WI 54703

License Status: REGULAR

Licensed/Certified/Registered 05/18/2018 12:00:00AM

Regional Office: NORTHWESTERN REGION (EAU CLAIRE), (715) 836-4790

Survey History

Survey ID: 0146096 **End Date:** 03/26/2024 **Type:** OTHER **Purpose:** COMPLAINT/VV

Results: NO STATEMENT OF DEFICIENCY ISSUED

Survey ID: 0144751 **End Date:** 09/05/2023 **Type:** ABBREVIATED **Purpose:** SURVEY/COMPLAINT

Results: ENFORCEMENT ACTION

Statement of Deficiency: #1LZ611 Served 11/07/2023

<u>Deficiencies Cited</u>	<u>Subject Area</u>	<u>Compliance</u>	
		<u>Verified</u>	<u>Corrected</u>
50.065(2)(bm)	OUT OF STATE BACKGROUND CHECKS	3/26/24	Yes
89.23(3)(f)	SERVICES	3/26/24	Yes
89.23(4)(c)	SERVICES	3/26/24	Yes
89.23(4)(d)2.c	SERVICES	3/26/24	Yes
89.23(6)	SERVICES	3/26/24	Yes
89.25(1)(c)	SCHEDULE OF FEES FOR SERVICES.	3/26/24	Yes
89.55(1)	MONITORING	3/26/24	Yes

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Provider Inspection Summary

For the period 01/21/2022 to 01/20/2025
Residential Care Apartment Complex (CERTIFIED)

Enforcement History (MILESTONE SENIOR LIVING RENEE--0017050)

Date: 11/07/2023 **SOD #**1LZ611 **Appealed:**

Sanctions

COMPLY WITH DEPARTMENT PLAN OF CORRECTION
COMPLY WITH REQUIREMENT
ORDER TO COMPLY
FORFEITURE---89.23(4)(d)2.c.
FORFEITURE---89.23(6)
FORFEITURE---89.55(1)

Complaint History (MILESTONE SENIOR LIVING RENEE--0017050)

Date Complaint Received: 12/26/2023

Date Investigation Completed: 03/26/2024

Subject Area(s)

Result

SOD #

PROGRAM SERVICES
STAFF TRAINING AND PROFICIENCY

NOT SUBSTANTIATED
NOT SUBSTANTIATED

Date Complaint Received: 06/30/2023

Date Investigation Completed: 09/05/2023

Subject Area(s)

Result

SOD #

ADMINISTRATION

SUBSTANTIATED

1LZ611

Date Complaint Received: 06/07/2023

Date Investigation Completed: 09/05/2023

Subject Area(s)

Result

SOD #

ADMINISTRATION
PHYSICAL ENVIRONMENT/SAFETY
PROGRAM SERVICES

SUBSTANTIATED
SUBSTANTIATED
NOT SUBSTANTIATED

1LZ611
1LZ611

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