STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017974	A. BUILDING: _____ B. WING _____	11/04/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
RAYMONDS HOME CARE LLC	6014 RAYMOND ROAD MADISON, WI 53711

(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
M 000	INITIAL COMMENTS On 11/04/2024, Surveyors conducted an abbreviated survey at Raymonds Home Care LLC, an AFH in Madison. Two deficiencies were identified. Census: 4	M 000		
M 246	88.04(5)(b) TRAINING-8 HOURS ANNUALLY Except as provided in pars. (c) and (d), the licensee and each service provider shall complete 8 hours of training approved by the licensing agency related to the health, safety, welfare, rights and treatment of residents every year beginning with the calendar year after the year in which the initial training is received. This Rule is not met as evidenced by: Based on record review and staff interview, the provider did not ensure 2 of 3 of staff reviewed obtained 8 hours of continuing education for calendar year 2022 and calendar year 2023. Caregiver A and Caregiver B did not have 8 hours of continuing education in 2022 and 2023. Findings include: On 11/04/2024, Surveyors conducted a review of 3 employees to verify compliance with continuing education training requirements. Records included the following: -Caregiver A, hired 02/01/2021, did not receive	M 246		

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

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M 246	Continued From page 1 continuing education in 2022 or 2023. -Caregiver B, hired 04/19/2019, did not receive continuing education in 2022 or 2023. During an interview conducted on 11/04/2024 at approximately 10:00 a.m., Licensee C confirmed that s/he had no documentation of Caregiver A or Caregiver B completing any continuing education in 2022 and 2023. Licensee C stated that Caregiver A and Caregiver B worked very part time and did not complete continuing education.	M 246		
M 474	88.07(4)(c) FOOD PREPARED AND STORED SANITARY WAY Food shall be prepared and stored in a sanitary manner. This Rule is not met as evidenced by: Based on observation and interview, the provider did not store food under sanitary conditions. The refrigerator and microwave had food remnants scattered throughout the interior. Food in the refrigerator was not labeled, was not dated, was not securely stored and/or had expired. Findings include: On 11/04/2024, at approximately 9:45 a.m., Surveyors toured the kitchen and observed the following concerns: Example 1- Microwave: -Food and crumbs were scattered throughout and on the walls. The food was hardened on the	M 474		

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	0017974	A. BUILDING: _____ B. WING _____	11/04/2024

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M 474	Continued From page 2	M 474		

interior surface.

Example 2- Refrigerator:
-The following expired foods were in the refrigerator: gravy expired on 12/20/2022, almond spread expired on 12/11/2023, salad dressing expired on 01/26/2023, horseradish expired on 12/23/2023, mayonnaise expired on 05/06/2024, yogurt expired on 09/29/2024, and Kirkland's Chicken salad that had a sell by date of 10/31/2024.
-The following foods were not properly sealed and/or labeled: a brat open to air that was not covered, a pork chop wrapped in a grocery bag, a stick of butter left open to air, lunch meat that did not have an open date and a partially eaten muffin in a plastic container with no date.
-The refrigerator had food crumbs and dried food on the surface.

Fsis.usda.gov/food safety indicates mayonnaise is good for 2 months after opening, gravy is good for 3-4 days refrigerated and opened lunch meat is good for 3 to 5 days refrigerated.
(Source: USDA Food Safety and Inspection Service website, Keep Food Safe! Food Safety Basics, January 05, 2024, www.fsis.usda.gov/food-safety/safe-food-handling-and-preparation/food-safety-basics/steps-keep-food-safe (retrieval date - November 7, 2024).)

On 11/04/2024, at approximately 10:15 a.m., Surveyors interviewed Licensee C and Caregiver D. Surveyors shared concerns about food storage. Licensee C stated some of the food in the refrigerator was staff food. Caregiver D confirmed some of the food was his/hers and stated s/he should have stored the food in the lower-level refrigerator designated for him/her. Licensee C did acknowledge that the 4 residents

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M 474	Continued From page 3 use the refrigerator and staff have a refrigerator in the lower level for use.	M 474		