

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 525547	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/26/2024
NAME OF PROVIDER OR SUPPLIER Glendale Care and Rehab Center LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 6263 N Green Bay Ave Glendale, WI 53209	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>32513</p> <p>Based on observation, interview, and policy review, the facility failed to serve food that was palatable, at the appropriate temperature, for two of seven residents (Residents (R) 12 and R13) who were asked about food palatability out of 11 sample residents. This failure had the potential to affect resident meal intakes.</p> <p>Findings include:</p> <p>Review of the facility's policy titled, Record of Food Temperatures, dated 10/23 revealed, .It is the policy of this facility to record food temperatures daily to ensure food is at the proper serving temperature(s) before trays are assembled .Food temperatures will be verified using a thermometer which is both clean, sanitized and calibrated to ensure accuracy .</p> <p>Review of the Food and Drug Administration (FDA) Food Code, Chapter 3.5 Assessing Holding Time and Temperatures and Date Marking, dated 2022 revealed, .Use of an infrared thermometer for verifying holding temperatures is not consistent with Food Code requirements since verifying only the surface temperature of the food may not alert to problems that exist under the food's surface .</p> <p>Review of R12's quarterly Minimum Data Set (MDS) located in the MDS tab of the Electronic Medical Record (EMR) with an Assessment Reference Date (ARD) of 08/08/24 revealed R12 had a Brief Interview for Mental Status (BIMS) score of 15 out of 15 which indicated she was cognitively intact.</p> <p>Review of R13's quarterly MDS located in the MDS tab of the EMR with an ARD of 08/20/24 revealed a BIMS score of 15 out of 15 which indicated R13 was cognitively intact.</p> <p>During an observation and interview on 09/25/24 at 12:29 PM, R12 and R13 were observed seated at a dining table right by the entrance to the kitchen area. R12 was asked if the BBQ rib patty was hot and if it was palatable. R12 stated, The meat could have been warmer, it wasn't very hot. R12 was asked if the BBQ rib patty was palatable. She stated, I ate it, but it just wasn't hot. R13 was asked if she thought the BBQ rib patty was hot and palatable. R13 stated, The meat wasn't very hot, but it tasted ok, not like the Chili last night which was very hot and delicious.</p> <p>Review of the Week at a Glance, Week 3, menu provided by the Dietary Manager (DM) revealed the lunch meal for 09/25/24 was the following: .BBQ Rib Patty, Macaroni and Cheese, [NAME] Beans, Mix Fruit and Pita Bread .</p> <p>(continued on next page)</p>

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>During an observation and interview on 09/25/24 at 12:22 PM, a test tray was provided by the DM. The DM stated that the food for the test tray was obtained off the steam table just prior to taste test. The BBQ rib patty was lukewarm when tasted. The macaroni and cheese and green beans were very hot and palatable. The DM tasted the BBQ rib patty and confirmed that it tasted lukewarm. The DM further confirmed the plate on which the food was served was cold. The DM stated that the hall trays had a pellet warmer under the plate however, since the dining room residents were served directly from the kitchen, there were no warming pellets under the dish. The DM was asked to temp the BBQ rib patty. He obtained an infrared laser thermometer, instead of a probe thermometer, which read 125 degrees. He stated that the serving temperature should have been 135 degrees. The DM was asked to provide the holding temps while the BBQ rib patty was on the steam table. The temp read 186.</p> <p>During an interview on 09/26/24 at 8:40 AM, Maintenance Director (MD) stated, I tempted the steam table wells, last night with a laser and all the wells were greater than 140 degrees however, there was one well that came in at 120 degrees. I called the technician who came out and stated that there was a switch on the circuit board that was bad. The MD confirmed that the facility was unaware of the broken switch until this issue came up.</p>		