STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017220	A. BUILDING: _____ B. WING _____	C 11/18/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
REM INC BROAD CREEK	6601 BROAD CREEK BLVD MADISON, WI 53718

(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 11/14/2024, with information gathered through 11/18/2024, Surveyor conducted an abbreviated survey and complaint investigation at REM Inc Broad Creek. One deficiency of DHS Chapter 88 was identified. The complaint is substantiated. Census: 3	M 000		
M 276	88.05(3)(a) HOME ENVIRONMENT An adult family home shall be safe, clean and well-maintained and shall provide a homelike environment. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure the adult family home was well-maintained and provided a homelike environment. Findings include: On 11/14/2024 at 9:55 AM, Surveyor conducted a tour of the home. The following was observed: - Two medium-size holes in the drywall behind the couch in the living room - Two large-size holes in the drywall behind and next to a recliner chair in the corner of the living room - One medium-size hole in the bathroom wall	M 276		

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

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M 276	Continued From page 1 - Significant scraping through the paint and into the drywall in the kitchen - Long scratches and scrapes through the paint and into the drywall in the hallways Surveyor observed corner protectors on some walls which failed to keep the walls in good repair. On 11/14/2024 at 10:15 AM, Surveyor interviewed Program Supervisor A. Program Supervisor A stated Resident 1 often bumped into walls resulting in the damage observed. Program Supervisor A stated the provider was working to make repairs. Program Supervisor A showed Surveyor materials in the garage that included new wall segments and plastic paneling, which were intended to be used for repairs of the home. On 11/14/2024 at 11:30 AM, Surveyor interviewed Program Director B. Program Director B stated the plan for repairs was "Patch, paint, cover." Program Director B stated Resident 1 had a power chair and a manual wheelchair, but that s/he struggled to control either and often hit the walls which caused the damage observed. Program Director B stated the supplies Program Supervisor A showed Surveyor, all arrived "last week" and repairs were due to start as soon as possible. On 11/18/2024 at 2:05 PM, Surveyor reviewed the concern of not maintaining a home-like environment with Program Director B. Program Director B stated s/he understood the problem with the home's condition. Surveyor asked how long ago the damage to the walls occurred and Program Director B stated the walls had been in that condition since s/he started in April 2024. Program Director B stated there may have been some new scratches or worsening of holes since	M 276		

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M 276	Continued From page 2 then, but most of the damage already existed upon his/her hire.	M 276		