

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0019427	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 06/29/2026
NAME OF PROVIDER OR SUPPLIER GOOD NEIGHBORHOOD HOME CARE LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 14 MOUNT VERNON CT MADISON, WI 53719		
(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 06/24/2026 and again on 06/29/2026, Surveyor attempted to conduct a standard survey at Good Neighborhood Home Care LLC, an AFH located in Madison, WI. Nobody answered the door, nobody answered phone call to facility, Licensee did not answer phone or return voicemail or emails. One violation of Chapter DHS 88 was issued.	M 000		
M 206	88.03(8)(b) AGENCY MAY VISIT HOME A licensing agency and service coordinator may, without notice, visit a home at any time to evaluate the status of resident health, safety or welfare or to determine if the home continues to comply with this chapter. The licensee shall permit the licensing agency and service coordinator to enter the home. This Rule is not met as evidenced by: Based on observation and record review, the provider did not ensure the licensing agency was, without notice, able to visit the home at any time to evaluate the status of resident health, safety or welfare and to determine if the home continues to comply with Chapter DHS 88. The provider did not respond to Surveyor's presence at the home, phone calls or emails. Findings include: On 06/24/2026 at 8:00 a.m., Surveyor reviewed	M 206		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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M 206	Continued From page 1 the provider's biennial report, submitted to the department on 08/31/2025, which documented the home was "open" 24/7. On 06/24/2026 at 8:30 a.m., Surveyor rang the doorbell at the home. Surveyor observed a sign over the door that indicated there was surveillance footage of the doorway. Surveyor stood at the door for 10 minutes and nobody answered the door. On 06/24/2026 at 8:45 a.m., Surveyor contacted the phone number on file for Licensee A and left a message identifying Surveyor and asking for a call back as soon as possible. On 06/24/2026 at 9:00 a.m., Surveyor emailed the email on file for Licensee A explaining Surveyor's attempt to conduct a licensing visit and requesting that Licensee A contact Surveyor as soon as possible. On 06/24/2026 at 9:15 a.m., Surveyor contacted the phone number on file for Licensee A as second time and left a message identifying Surveyor and asking for a call back as soon as possible. On 06/24/2026 at 12:30 p.m., Surveyor emailed the email on file for Licensee A a second time explaining Surveyor's attempt to conduct a licensing visit and requesting that Licensee A contact Surveyor as soon as possible. As of 06/25/2026 at 8:30 a.m., Surveyor had not received any form of communication from Licensee A regarding his/her efforts to visit the home to evaluate the status of resident health, safety or welfare and to determine if the home continues to comply with Chapter DHS 88.	M 206		

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M 206	Continued From page 2 On 06/29/2026 at 9:00 a.m., Surveyor rang the doorbell at the home. Surveyor observed a sign over the door that indicated there was surveillance footage of the doorway. Surveyor stood at the doorway for 10 minutes and nobody answered the door. On 06/29/2026 at 9:30 a.m. Surveyor called Licensee A via phone. Licensee A did not answer the phone. Surveyor contacted the phone number on file for Licensee A a third time and left a message identifying Surveyor and asking for a call back as soon as possible. On 06/29/2026 at 10:49 a.m. Surveyor emailed the email on file for Licensee A a third time explaining Surveyor's attempt to conduct a licensing visit and requesting that Licensee A contact Surveyor as soon as possible. As of 06/29/2026 at 12:00 p.m. Surveyor had not gotten a response from Licensee A.	M 206		