

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0018262	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 09/27/2023
NAME OF PROVIDER OR SUPPLIER AZURA MEMORY CARE OF FOX POINT		STREET ADDRESS, CITY, STATE, ZIP CODE 7770 NORTH PORT WASHINGTON RD FOX POINT, WI 53217		
(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
N 000	Initial Comments On 09/27/2023, Surveyor completed 2 complaints and 1 self-report review at Azura Memory Care of Fox Point. Two of 2 complaints were substantiated. One of 1 self-report review resulted in no findings. One deficiency was identified. Census: 70	N 000		
N 452	83.41(3)(b) Food safety. Food safety. Whether food is prepared at the CBRF or off-site, the CBRF shall store, prepare, distribute and serve food under sanitary conditions for the prevention of food borne illnesses, including food prepared off-site, according to all of the following: 1. The CBRF shall refrigerate all foods requiring refrigeration at or below 40°F. Food shall be covered and stored in a sanitary manner. 2. The CBRF shall maintain freezing units at 0°F or below. Frozen foods shall be packaged, labeled and dated. 3. The CBRF shall hold hot foods at 140°F or above and shall hold cold foods at 40°F or below until serving. This Rule is not met as evidenced by: Based on observation, record review, and interview, the provider did not ensure food was stored to prevent food borne illness. The provider did not ensure open products were securely sealed, had properly maintained labels, or dated on all opened food items in 4 of 4 refrigerators located throughout the community based	N 452		

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

TITLE

(X6) DATE

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0018262	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED C 09/27/2023
NAME OF PROVIDER OR SUPPLIER AZURA MEMORY CARE OF FOX POINT			STREET ADDRESS, CITY, STATE, ZIP CODE 7770 NORTH PORT WASHINGTON RD FOX POINT, WI 53217		
(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
N 452	Continued From page 1 residential facility (CBRF). Findings include: On 09/20/2023 at approximately 7:30 a.m., Surveyor toured the CBRF. Upon entering the CBRF, Surveyor observed the CBRF to have 2 floors. Two wings, located across from one another were located on the first and second floor. The first-floor wings were known as Dunwood House and Nohl House. The second-floor wings were known as Audubon House and Shore House. Each wing was equipped with a refrigerator and freezer combination. Each wing was also equipped with a pantry. The main kitchen was in the basement of the CBRF. Surveyor identified the following during the tour: Dunwood House: Surveyor observed a soap dispenser located next to the sink located in the kitchenette area. Surveyor observed no soap in the soap dispenser. Refrigerator - Surveyor observed spilled, cooked ground beef located throughout the refrigerator. Five opened 24-ounce (oz) bottles of ketchup without an open date, a total of 6 opened bottles of mustard without an open date, an opened packaged of tortillas not sealed or dated with an open date, and a 32-oz carton of liquid eggs not dated with an open date. Surveyor observed containers contained cooked ground beef, lettuce, sour cream, shredded cheese, and salsa not sealed, dated, or labeled. Freezer - Surveyor observed white content spilled throughout the freezer, an open package of	N 452			

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0018262	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 09/27/2023
NAME OF PROVIDER OR SUPPLIER AZURA MEMORY CARE OF FOX POINT		STREET ADDRESS, CITY, STATE, ZIP CODE 7770 NORTH PORT WASHINGTON RD FOX POINT, WI 53217		
(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
N 452	Continued From page 2 sausage without a label or open date, an open 1.5 quart (qt) of ice-cream without an open date, and an opened Ziploc bag of unlabeled and undated frozen cookies. Nohl House: Refrigerator - Surveyor observed containers that contained ground beef, pasta, cooked vegetables, and an unknown content to be without dates and labels. Surveyor observed 2 pureed food packages (corn and roast beef) stating, "Keep Frozen." One pureed package was corn, which was opened and not dated with an open date. Surveyor observed both packages were unfrozen and soft to the touch. Surveyor observed 2 opened tortilla packages not sealed or dated with an open date, 3 muffins not sealed, labeled, or dated, 2 opened 24 oz bottles of ketchup without an open date, and a total of 2 opened bottles of mustard without an open date. Freezer - Surveyor observed an open package of sausage without an open date. Pantry - Surveyor observed 2 jars containing syrup with be without a label or date. Shore House: Refrigerator - Surveyor observed containers that contained lettuce, cheese, tomatoes, sour cream, salsa, and onions to be unsealed, not labeled, or dated. Surveyor observed an open can of olives to be without an open date, 3 opened 16 oz bottles of ketchup without an open date, 3 opened 9 oz bottles of mustard without an open date, and 1 package of Swiss cheese not sealed or dated with an open date.	N 452		

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0018262	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 09/27/2023
NAME OF PROVIDER OR SUPPLIER AZURA MEMORY CARE OF FOX POINT		STREET ADDRESS, CITY, STATE, ZIP CODE 7770 NORTH PORT WASHINGTON RD FOX POINT, WI 53217		
(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
N 452	Continued From page 3 Freezer - Surveyor observed an opened package of sausage without an open date and unlabeled, 1 opened package of waffles unsealed and undated with an open date, 2 opened packages of pancakes unsealed and without an open date, a Ziploc bag that contained 1 corn dog without a label or date, and a Ziploc bag that contained frozen cookies without a label or date. Pantry- Surveyor observed a bottle that contained syrup to be without a label or date. Surveyor observed 2 opened 4.5-pound bottles of sweet and sour and 1 opened 10 oz bottle of teriyaki marinade and sauce to state, "Refrigerate After Opening." In addition, Surveyor observed the opened 10 oz bottle of teriyaki marinade and sauce to be without an open date. Audubon House: Surveyor observed a soap dispenser located next to the sink located in the kitchenette area. Surveyor observed no soap in the soap dispenser. Refrigerator - Surveyor observed containers that contained an unknown content, cooked vegetables, cooked sausages, cook ground beef to be without a label. Surveyor observed an open package of tortillas unsealed, 3 opened 24 oz bottles of ketchup without an open date, 3 opened 9 oz bottles of mustard without an open date, 1 opened 32 oz carton of liquid eggs without an open date, an open can of olives without an open date, a package of square American cheese unsealed. Freezer - Surveyor observed spilled brown content throughout the freezer, an opened package of waffles not sealed and undated with	N 452		

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0018262	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED C 09/27/2023
NAME OF PROVIDER OR SUPPLIER AZURA MEMORY CARE OF FOX POINT			STREET ADDRESS, CITY, STATE, ZIP CODE 7770 NORTH PORT WASHINGTON RD FOX POINT, WI 53217		
(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
N 452	Continued From page 4 an open date, an open packaged of peas spilled in the freezer, unsealed, and undated with an open date, a box of sausage unsealed and undated with an open date and 3-gallon tub of ice-cream without an open date. Pantry - Surveyor observed brown sticky content spilled in the pantry, and 1 jar of syrup without a label or date. Main Kitchen: Refrigerator - Surveyor observed an opened 32 oz carton of liquid egg without an open date, an opened 24 oz of ketchup without an open date, an opened 12 oz of mayonnaise without an open date, an opened 2 qt bottle of low sodium soy sauce without an open date, and an opened package of white cheese unsealed, undated and not labeled. Freezer - Surveyor observed a package of garlic bread to be without an open date. On 09/20/2023, Surveyor reviewed the provider's food storage policy. The policy stated, " ...When: 24 hours per day, 7 days per week. There is no vacation from food sanitation. Why: According to the Center for Disease Control, 48 million Americans suffer from food borne illnesses annually, 128, 000 are hospitalized, and 3,000 people die. Many of our residents are physically fragile and more susceptible to becoming ill ...How: Food Storage ...All cans/boxes/non-perishable items are to be labeled and dated ...Dairy, egg, and egg mixtures will be dated and refrigerated at all times, and will be discarded or used by the expiration date on the package ...All open items or leftovers will be discarded after three days ...Staples and extra	N 452			

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0018262	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 09/27/2023
NAME OF PROVIDER OR SUPPLIER AZURA MEMORY CARE OF FOX POINT		STREET ADDRESS, CITY, STATE, ZIP CODE 7770 NORTH PORT WASHINGTON RD FOX POINT, WI 53217		
(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
N 452	Continued From page 5 food will be stored in cupboards. All open items are to be placed in a zip lock back and labeled and identified with date of delivery ...Panties and food storage areas will be clean and sanitary and cleaned on a regular basis per the cleaning schedule ...Refrigerators will be inspected nightly to ensure all expired food has been destroyed, and cleaned weekly per the Housekeeping Schedule. Freezers will be inspected nightly to ensure all food that been frozen for more than 3 months is discarded ..." According to the Wisconsin Food Code, the Federal Department of Agriculture's Food Code, and ServSafe standards, date marking is necessary to indicate when food must be consumed or discarded. These standards indicate refrigerated, ready to eat (RTE), potentially hazardous food (PHF), and time/temperature controlled for safety (TCS) foods that are removed from manufacturer packaging and/or prepared for consumption must be date marked and discarded within 7 days. Refrigerated, RTE, PHF, and TCS foods prepared and packaged in a food processing plant shall also be date-marked when opened in the facility (date not to exceed 7 days). (ServSafe Coursebook, 7th Ed., 2017, p. 5-23) On 09/20/2023 at approximately 8:00 a.m., Surveyor interviewed Executive Chef (EC) C. EC C disclosed the house managers were to check the refrigerator and freezer on a nightly basis to ensure cleanliness and food are labeled, dated, and sealed. EC C disclosed dietary staff may assist; however, house managers were responsible for the above tasks. On 09/20/2023 at approximately 12:00 p.m., Surveyor interviewed Regional Director of	N 452		

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0018262	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED C 09/27/2023
NAME OF PROVIDER OR SUPPLIER AZURA MEMORY CARE OF FOX POINT			STREET ADDRESS, CITY, STATE, ZIP CODE 7770 NORTH PORT WASHINGTON RD FOX POINT, WI 53217		
(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	
N 452	Continued From page 6 Operations and Quality Assurance (RDOQA) A and Regional Director of Clinical Services (RDCS) B. RDOQA A reported dietary staff were to inspect the refrigerator and freezer on a nightly basis. RDCS B acknowledged additional training and conversation were needed with staff and EC C regarding proper food storage and responsibilities.	N 452			