

Department of Health & Human Services
Centers for Medicare & Medicaid Services

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Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055303	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 02/27/2026
NAME OF PROVIDER OR SUPPLIER Canterbury Woods		STREET ADDRESS, CITY, STATE, ZIP CODE 651 Sinex Avenue Pacific Grove, CA 93950	
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)		
F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards. Based on observation, interview, and record review, the facility failed to ensure food was stored and/or prepared under sanitary conditions when: A Kitchen Staff was not wearing hair restraint in the kitchen, and Unlabeled packs of bread were found in the food pantry. These failures had the potential to cause foodborne illnesses. Findings: 1. During an initial kitchen tour observation and interview on 2/24/26 at 2:12 p.m. with the Executive Chef (EC), the EC verified a Dishwasher (DW) was walking around the kitchen without a hair restraint. The EC stated DW should have worn a hair net. Other staff present in the kitchen during the tour were all wearing a hairnet. A review of facility's policies and procedures (P&P) entitled Uniform Dress Code revised 1/2025, the P&P indicated. Personal cleanliness and a neat appearance are essential for the food service worker. Associates Working with food . wear the approved hair restraint when on duty regardless of length or presence of hair. The only exception is to remove hair restraints when delivering trays to patients/residents. Food service staff must wear hairnets when assembling a meal or snack. 2. During a tour of the dry food pantry with the Executive Chef (EC) on 2/24/26 at 2:24 p.m., the EC verified a pack of wheat bread and two packs of potato rolls were not labeled with delivery and/or expiration date. The EC stated these should have been labeled. A review of facility's policies and procedures (P&P) entitled Section: Production, Purchasing, Storage . Subject: Receiving revised on 1/2025, the P&P indicated, . Date foods prior to placing in storage areas. Produce is labeled with the date received.		

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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F 0847 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Inform resident or representatives choice to enter into binding arbitration agreement and right to refuse. Based on interview and record review, the facility failed to ensure that three out of four sampled residents (Residents 9, 23, and 39), who signed the binding arbitration agreement (BAA, contract between the facility and resident requiring disputes to be resolved by a neutral arbitrator [third party decision-maker] instead of a judge or jury in court) understood the BAA prior to signing. This failure posed the risk for the residents to make uninformed decisions regarding the right to file an appeal, if there were any allegations of medical malpractice. During a concurrent interview and record review on 2/25/26 at 2:21 p.m. in the activity room with Resident 9, Resident 9 verified her signature on a BAA signed on 1/22/26. Resident 9 stated she did not know about the BAA and was not aware she signed the agreement. Resident 9 stated she just had a surgery prior to signing the BAA. Resident 9 also stated she did not want to give up her constitutional right to have any dispute decided in a court of law. A review of Resident 9's medical records indicated an admission date of 1/21/26. A review of Resident 9's Minimum Data Set (MDS, an assessment tool), dated 1/25/26, indicated a brief interview for mental status score of 15 [BIMS, a tool used to assess cognition (knowing, learning, and understanding), a score of 0 to 7 indicates severe cognitive impairment, 8-12 moderate impairment, 13-15 patient is cognitively intact]. During a concurrent interview and record review on 2/25/26 at 2:45 p.m. with Resident 39, Resident 39 verified his signature on the BAA signed on 2/20/26. Resident 39 stated it felt like it was a condition as part of his admission. Resident 39 also stated he wished he was given more time to read the agreement before signing it. Resident 39 stated he was just brought in by a gurney during that time. A review of Resident 39's medical record indicated an admission date of 2/19/26. During a concurrent interview and record review on 2/25/26 at 3:12 p.m. with Resident 23, Resident 23 was lying in bed awake. Resident 23 stated she was not sure whose signature was on the BAA signed on 2/16/26. Resident 23 was unable to explain what an Arbitration Agreement meant, and stated she would like to read the signed BAA. A review of Resident 23's medical record indicated an admission date of 2/14/26. During a concurrent interview and record review with the Social Services Director (SSD) on 2/26/26 at 9:19 a.m., SSD stated it was not in their job description to do the admission Packet and Binding Arbitration Agreement. The SSD also verified it was Life Enrichment Specialist's (LES) signature on all of the BAA for Residents 9, 23 and 39. The SSD also stated LES was a part of Social Services Department. During a concurrent interview and record review on 2/26/26 at 9:27 a.m. with LES, LES stated the BAA is usually presented right after admission. LES stated, I generally read through it with them. LES verified social services department does the Admissions Packet and the BAA. LES also verified, it was Resident 23's niece who signed the BAA. LES stated it would probably be better to have a witness sign to make sure the BAA was clearly understood. During a concurrent interview and record review on 2/26/26 at 11:17 a.m. with Resident 23's daughter, she was unaware of the implications of the BAA and requested to cancel it. During an interview on 2/27/26 at 10:27 a.m. with the Director of Nursing (DON), the DON stated we must make sure a resident understood prior to signing any document such as a BAA. A review of facility's policies and procedures (P&P) entitled SNF [Skilled Nursing Facility] Admissions Policies revised February 2025, the P&P indicated, . Pre Dispute Agreements 23. Requirements for Pre-Dispute Agreements. A facility may offer to enter into a pre-dispute agreement for binding arbitration with any resident or resident's representative but it may not require that a resident sign an arbitration agreement as a condition of admission to the facility. If the facility chooses to ask a resident or their representative to enter into an agreement for binding arbitration, the facility must comply with all of the following requirements: a. The facility must ensure that the agreement is explained to the resident and their representative in a form and manner that they understand.		