STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	055402	A. Building B. Wing	06/14/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Windsor El Camino Care Center	2540 Carmichael Way Carmichael, CA 95608

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 0804 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature. 34980 Based on observation, interview, and record review, the facility failed to provide meals at a safe and appetizing temperature for three out of three random residents (Residents 1, Resident 2, and Resident 3) when, meals were served cold. This failure had the potential for poor food intake, nutrient deficits, and undesirable weight loss for residents eating facility prepared meals. Findings: During an interview with the Administrator (ADM) on 6/13/24 at 10:31 a.m., the ADM stated, Residents have complained of cold food. The ADM further stated, This has been an ongoing problem. During a concurrent observation and interview with the Registered Dietician (RD) on 6/13/24 at 12:21 p.m., the RD measured the food temperatures from the food cart delivered to Hall 6. The RD stated, The hot entree and starch should be at a temperature of 120 degrees or greater. The food items tested for temperature were: >Country fried steak (hot entree) - 108.1 degrees Fahrenheit >Mashed potatoes (starch) - 99.1 degrees Fahrenheit During an interview with the RD on 6/13/24 at 12:39 p.m., the RD confirmed the hot entree and starch were not hot enough and did not meet the temperature requirements of 120 degrees Fahrenheit. The RD further stated, Our current plan is to use Pellet Warmers to correct the problem but they're on order and have not arrived. A review of the facility's policy titled, Recommended Temp at Delivery to Resident dated 2020 indicated, hot entrees and starches should be at a temperature at or equal to 120 degrees Fahrenheit or greater. Temperature of the food when the resident receives it is based on palatability. The goal is to serve cold food cold and hot food hot . During an interview with Licensed Nurse 1 (LN 1) at 12:54 p.m., LN 1 stated, Most residents do complain of food being too cold or not hot enough. LN 1 further stated, This problem has been going on for a while. (continued on next page)

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	055402	A. Building B. Wing	06/14/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Windsor El Camino Care Center	2540 Carmichael Way Carmichael, CA 95608

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 0804 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	During an interview with Nursing Assistant 1 (NA 1) on 6/13/24 at 1:11 p.m., NA 1 stated, Most residents complain of cold food almost daily. During an interview with Resident 1 on 6/13/24 at 1:29 p.m., Resident 1 stated, The food is frequently cold, and I will occasionally send it back. During an interview with Resident 2 on 6/13/24 at 1:41p.m., Resident 2 stated, Breakfast is almost always cold on a daily basis and it's been that way for a while now. During an interview with Resident 3 on 6/13/24 at 1:54 p.m., Resident 3 stated, The food tastes okay but is never hot enough. A review of the facility's policy titled, Meal Service, dated 2018 indicated, Meals that meet the nutritional needs of the resident will be served in an accurate and efficient manner and served at the appropriate temperatures. Based on observation, interview, and record review, the facility failed to provide meals at a safe and appetizing temperature for three out of three random residents (Residents 1, Resident 2, and Resident 3) when, meals were served cold. This failure had the potential for poor food intake, nutrient deficits, and undesirable weight loss for residents eating facility prepared meals. Findings: During an interview with the Administrator (ADM) on 6/13/24 at 10:31 a.m., the ADM stated, Residents have complained of cold food. The ADM further stated, This has been an ongoing problem. During a concurrent observation and interview with the Registered Dietician (RD) on 6/13/24 at 12:21 p.m., the RD measured the food temperatures from the food cart delivered to Hall 6. The RD stated, The hot entree and starch should be at a temperature of 120 degrees or greater. The food items tested for temperature were: >Country fried steak (hot entree) - 108.1 degrees Fahrenheit >Mashed potatoes (starch) - 99.1 degrees Fahrenheit During an interview with the RD on 6/13/24 at 12:39 p.m., the RD confirmed the hot entree and starch were not hot enough and did not meet the temperature requirements of 120 degrees Fahrenheit. The RD further stated, Our current plan is to use Pellet Warmers to correct the problem but they're on order and have not arrived. A review of the facility's policy titled, Recommended Temp at Delivery to Resident dated 2020 indicated, hot entrees and starches should be at a temperature at or equal to 120 degrees Fahrenheit or greater. Temperature of the food when the resident receives it is based on palatability. The goal is to serve cold food cold and hot food hot . (continued on next page)

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	055402	A. Building B. Wing	06/14/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Windsor El Camino Care Center	2540 Carmichael Way Carmichael, CA 95608

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 0804 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	During an interview with Licensed Nurse 1 (LN 1) at 12:54 p.m., LN 1 stated, Most residents do complain of food being too cold or not hot enough. LN 1 further stated, This problem has been going on for a while. During an interview with Nursing Assistant 1 (NA 1) on 6/13/24 at 1:11 p.m., NA 1 stated, Most residents complain of cold food almost daily. During an interview with Resident 1 on 6/13/24 at 1:29 p.m., Resident 1 stated, The food is frequently cold, and I will occasionally send it back. During an interview with Resident 2 on 6/13/24 at 1:41p.m., Resident 2 stated, Breakfast is almost always cold on a daily basis and its' been that way for a while now. During an interview with Resident 3 on 6/13/24 at 1:54 p.m., Resident 3 stated, The food tastes okay but is never hot enough. A review of the facility's policy titled, Meal Service dated 2018 indicated, Meals that meet the nutritional needs of the resident will be served in an accurate and efficient manner and served at the appropriate temperatures.