

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 055962	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 10/09/2024
NAME OF PROVIDER OR SUPPLIER Windsor Monterey Care Center		STREET ADDRESS, CITY, STATE, ZIP CODE 1575 Skyline Drive Monterey, CA 93940	

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)
<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.</p> <p>49345</p> <p>Based on observation, interview, and record review, the facility failed to ensure food was palatable when brown rice was served undercooked for 18 Residents.</p> <p>This failure had the potential to harm the digestive tract (pathway for food to travel to the body) of residents and cause further health issues.</p> <p>Findings:</p> <p>During an interview with Resident 1 on 10/4/24 at 11:05 a.m., Resident 1 stated I don ' t like the food here. It ' s horrible.</p> <p>A lunch test tray conducted on 10/4/24 at 12:42 p.m. with Certified Dietary Manager (CDM). A regular diet tray was tested for temperature and palatability. The test tray plate included fish, brown rice, and beans. CDM agreed the brown rice was undercooked, and the texture was rough. CDM stated she usually tasted food prior to serving but today, she did not.</p> <p>During a concurrent observation and interview with Resident 2 on 10/4/24 at 12:53 p.m., Resident 2 was sitting on the bed with her lunch tray on the bedside table. Resident 2 ' s lunch tray consisted of string beans, brown rice and chicken with white sauce on top. Resident 2 stated the chicken was tough and rice was not fully cooked.</p> <p>During an interview with Dietary [NAME] (DC) on 10/4/24 at 1:11 p.m., DC stated brown rice was cooked for one hour. DC stated he tasted it prior to serving.</p> <p>During a concurrent interview and record review with CDM on 10/4/24 at 2:11 p.m., CDM verified the [NAME] Rice recipe provided by the facility indicated, .bake at 350F for 30 minutes in a conventional oven or 25 minutes in a convection oven . CDM stated it took one hour to cook the brown rice because they did not use convection oven. CDM stated there is no recipe available for cooking the brown rice for one hour. CDM also stated she oversees checking the breakfast tray and the Registered Dietician (RD) is in charge of checking the lunch tray.</p> <p>During an interview with RD on 10/4/24 at 2:16 p.m., RD stated that the CDM tastes the food and not the RD. RD also stated the DC must taste the food before serving to the residents. RD stated he checked the tray accuracy for lunch and dinner.</p> <p>(continued on next page)</p>

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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<p>F 0804</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>A review of facility provided document entitled, Cook/Kitchen Staff, the document indicated, Duties and Responsibilities .Food Service Functions .Prepare and serve meals that are palatable and appetizing in appearance.</p> <p>Policy for following menus was requested but was not provided.</p>		