STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	555156	A. Building B. Wing	06/09/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Webster House	437 Webster Street Palo Alto, CA 94301

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 0684 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Provide appropriate treatment and care according to orders, resident?s preferences and goals. Based on interview and record review, the facility failed to provide services according to professional standards for one of three residents (Resident 1) when there was no documentation of medication administration for Resident 1's scheduled medications and nutritional supplements, five to six days on day shifts and one to two days on evening shifts in November 2025.These failures had the potential to affect Resident 1's health, safety and well-being.Findings:Review of Resident 1's face sheet (summary page of a patient's important information) indicated Resident 1 was admitted to the facility with diagnoses including dementia (a condition with group of symptoms affecting thinking and social abilities interfering with daily functioning), respiratory failure (a condition when lungs cannot release oxygen to blood causing shortness of breath) with hypoxia (occurs when oxygen level in the body organs are low), dry eye syndrome of bilateral lacrimal glands (when the tear-producing glands located above both eyes failed to produce enough watery tears), and post-menopausal atrophic vaginitis (the thinning, drying, and inflammation of the vaginal walls caused by a drop in estrogen [female sex hormones] levels after menopause [the stage of a woman's life when her menstrual periods stop permanently, and she can no longer get pregnant]).Review of Resident 1's clinical record titled, Medication Administration Record [MAR - a daily documentation record used by a licensed nurse to document medications and treatments given to a resident], dated 11/1/2025 to11/30/2025, indicated the following medications were left blank and unsigned:Amlodipine Besylate (medication for high blood pressure [hypertension]) 5 milligrams (mg - unit of measurement) one tablet by mouth one time a day. Missed on 11/5, 11/8, 11/9, 11/14, 11/15, and 11/28/2025 at 9:00 a.m.Calcium carbonate antacid chewable tablet 500 mg 2 tablets by mouth one time a day for abdominal discomfort. Missed on 11/8, 11/9, 11/14, 11/15, and 11/28/2025 at 9:00 a.m.Cholecalciferol (commonly known as Vitamin D3) 25 micrograms (mcg - a tiny unit of weight) one tablet one time a day for supplement. Missed on 11/8, 11/9, 11/14, 11/15, and 11/28/2025 at 9:00 a.m.Fortified (refers to enriching the base liquid [usually milk] with extra ingredients to boost nutritional value and total calories without increasing the portion size) hot cereal six ounces (oz - a unit of measurement) daily with breakfast. Missed on 11/8, 11/9, 11/14, 11/15, and 11/28/2025 at 8:00 a.m.Ipratropium-Albuterol solution (a prescription liquid medicine used in a machine called nebulizer used to treat breathing issues) 3 milliliters (ml - a tiny metric unit used to measure liquid volume) inhalation at bedtime for cough, wheezing (a high-pitched, whistling sound made while breathing), bronchospasm (a sudden, temporary tightening of the muscles that line the airways) via nebulizer. Missed on 11/9/2025 at 8:00 p.m.Lexapro (brand name for escitalopram - antidepressant medication used to treat depression and generalized anxiety disorder) 10 mg one time a day for depression manifested by (m/b) clinching her fists and scowling. Missed on 11/8, 11/9, 11/14, 11/15, and 11/28/2025 at 9:00 a.m.Melatonin 10 mg one tablet by mouth at bedtime for supplement to maintain circadian rhythm (body's internal, 24-hour biological clock). Missed on 11/9/2025 at 7:00 p.m.Multiple vitamins-minerals 1 tablet by mouth one time a day for supplement. Missed on 11/8, 11/9, 11/14, 11/15, and 11/28/2025 at 9:00 a.m.Potassium chloride (an electrolyte used to correct low potassium level [hypokalemia] solution 15 ml by mouth one time a day every Monday, Wednesday and Friday for supplement. Missed on 11/14 and 11/28/2025 at 9:00 a.m.Acetaminophen (brand name: Tylenol, used to treat mild-moderate pain (continued on next page)

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	555156	A. Building B. Wing	06/09/2026

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Webster House	437 Webster Street Palo Alto, CA 94301

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
F 0684 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	and reduce fever) 325 mg 2 tablet by mouth two times a day for comfort. Missed on 11/8, 11/9, 11/14, 11/15, and 11/28/2025 at 9:00 a.m. and at 5:00 p.m. on 11/9/2025.Healthshakes (convenient, pre-mixed liquids designed to supply protein, vitamins, and calories) two times a day with lunch and dinner. Missed on 11/9/2025 at 3:00 p.m. and 8:00 p.m.Boost Plus (nutritional shakes) two times a day. Missed on 11/8 at 9:00 a.m., 11/9 at 9:00 a.m. and 5:00 p.m., 11/4, 11/15, 11/28/2025 at 9:00 a.m.Fortified peanut butter banana milkshake with lunch and dinner. Missed on 11/9/2025 at 3:00 p.m. and 8:00 p.m.Lactobacillus (a type of friendly bacteria used to support a healthy immune system and competes with harmful bacteria) one capsule by mouth two times a day for supplement. Missed on 11/8 at 9:00 a.m., 11/9 at 9:00 a.m. and 5:00 p.m., 11/14, 11/15, and 11/28/2025 at 9:00 a.m.Sennosides 8.6 mg give two tablets by mouth two times a day for bowel regimen. Missed on 11/8 at 9:00 a.m., 11/9 at 9:00 a.m. and 5:00 p.m., 11/14, 11/15, and 11/28/2025 at 9:00 a.m.Carboxymethylcellulose sodium solution (a type of lubricating artificial tear solution used to temporarily relieve dryness, burning, and irritation) 1%, instill two drops in both eyes four times a day for dryness. Missed on 11/8 at 9:00 a.m. and 12:00 p.m.; 11/9 at 9:00 a.m., 12:00 p.m., 5:00 p.m., and 7:00 p.m.; 11/14 at 9:00 a.m. and 12:00 p.m.; 11/15 at 9:00 a.m. and 12:00 p.m.; 11/25 at 12:00 p.m.; and 11/28/2025 at 9:00 a.m. and 12:00 p.m.During a concurrent interview with the director of nursing (DON) and record review of Resident 1's 11/2025 MAR and nursing progress notes on 6/9/2026 at 2:56 p.m., the DON confirmed all the above medications were left unsigned and blank with the specified dates and times as indicated in the MAR. The DON stated she could not find any notes for reasons why the medications were not given on certain days. The DON further stated licensed nurses should document in residents' MAR once they took all the medications and there should be a code documented in the MAR for reasoning if the medication was not administered.During a phone interview with registered nurse A (RN A) on 6/10/2026 at 3:45 p.m., RN A stated licensed nurses should document in residents' MAR when the resident took the medication and if the medication was not given for any reasons, licensed nurses should document a code in the MAR or in residents' progress notes.Review of the facilities policy and procedure titled, Medication Administration Documentation, date revised 6/2020, indicated, A licensed nurse shall document all medications administered to each resident on the resident's medication administration record. Administration of medication must be documented immediately after (never before) it is given. Documentation must include, as a minimum:.Reason(s) why medication was withheld, not administered, or refused (as applicable);.Signature and title of the person administering the medication.