

Department of SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 435200727
Report Date: 09/15/2025
Date Signed: 09/15/2025 04:16:43 PM

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CENTRAL COAST CR/RES, 2580 N. FIRST STREET, STE. 350 SAN JOSE, CA 95131
FACILITY EVALUATION REPORT	

FACILITY NAME: CARLTON PLAZA OF SAN JOSE	FACILITY NUMBER: 435200727
ADMINISTRATOR/SHANTELA YADAO	FACILITY TYPE: 740
DIRECTOR:	
ADDRESS: 380 BRANHAM LANE	TELEPHONE: (408) 972-1400
CITY: SAN JOSE	STATE: CA
CAPACITY: 183	ZIP CODE: 95136
TYPE OF VISIT: Required - 1 Year	CENSUS: 134
	DATE: 09/15/2025
	UNANNOUNCED TIME VISIT/INSPECTION BEGAN: 10:15 AM
MET WITH: Executive Director Shantela Yadao	TIME VISIT/INSPECTION COMPLETED: 04:15 PM

NARRATIVE	
1	Licensing Program Analyst (LPA) Marcella Tarin conducted an unannounced annual inspection and met
2	with Executive Director (ED) Shantela Yadao. LPA stated the purpose of the visit.
3	
4	LPA toured the interior and exterior of the facility with ED to include the kitchen, resident rooms, dining
5	room, bathrooms, back and front of the facility. All exit and passageways were free and clear of
6	obstruction.
7	
8	LPA toured the kitchen area and observed a perishable food supply of at least two days and a non-
9	perishable food supply of at least seven days. LPA observed the refrigerator temperature at 40 degrees
10	F and Freezer at -10 degrees F.
11	
12	LPA observed the medication storage area, knives storage area, and cleaning product storage area as
13	locked and inaccessible to residents in care.
14	
15	
16	The facility was equipped with smoke and carbon monoxide detectors, which were last inspected on
17	9/4/2025 by a third party vendor. The facility will provide an update on the 9/4/2025 report to CCLD with
18	repairs that are scheduled. Fire extinguishers were last serviced on 8/14/2025. The facility emergency
19	drill log was reviewed. The facility's last drill was on 8/7/2025.
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22	Page 1 of 2
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25	

NAME OF LICENSING PROGRAM MANAGER: Jin Jackie

NAME OF LICENSING PROGRAM ANALYST: Marcella Tarin

LICENSING PROGRAM ANALYST SIGNATURE:



DATE: 09/15/2025

I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 09/15/2025

This report must be available at Child Care and Group Home facilities for public review for 3 years.

FACILITY EVALUATION REPORT California law requires a public report of each licensing visit/inspection. This report is a record for the facility and the licensing agency. This report is available for public review; therefore, care is taken not to disclose personal or confidential information. Inquiries concerning the location, maintenance, and contents of these reports may be directed to the Licensing Program Analyst or Regional Office whose address and telephone number are listed on the front of this form.

DEFICIENCIES A deficiency is an instance of noncompliance with licensing requirements, including applicable statutes, regulations, interim licensing standards, operating standards, and written directives. Applicants/ licensees must be notified in writing of all licensing deficiencies. Deficiencies are listed on the left side of this form, and the applicable licensing requirement upon which the deficiency is identified. There are two types of deficiencies:

- Type A deficiencies are violations of licensing requirements that, if not corrected, have a direct and immediate risk to the health, safety, or personal rights of persons in care.
- Type B deficiencies are violations of licensing requirements that, without correction, could become a risk to the health, safety, or personal rights of persons in care, a recordkeeping violation that could impact the care of said persons and/or protection of their resources, or a violation that could impact those services required to meet the needs of persons in care.

PLANS OF CORRECTION (POCs) The licensing agency is required to establish a reasonable length of time to correct a deficiency. In order to set the time, the licensing agency must take into consideration the seriousness of the violation, the number of persons in care involved, and the availability of equipment and personnel necessary to correct the violation. Applicants/licensees are requested to provide a specific plan for each violation on the right side of the form across from each deficiency. The more specific the plan, the less chance exists for any misunderstanding in setting time limits and reviewing corrections. The applicant/licensee who encounters problems beyond their control in completing the corrections within the specified time frame may request and may be granted an extension of the correction due date by the licensing agency.

CORRECTION NOTIFICATION The applicant/licensee is responsible for completing all corrections and promptly notifying the licensing agency of corrections. Applicants/licensees are advised to keep a dated copy of any correspondence sent to the licensing agency concerning corrections, or if corrections are telephoned to the licensing agency, the date, person contacted, and information given.

CIVIL PENALTIES The licensing agency is required by law to issue a Penalty Notice, when applicable, to all facilities holding a license issued by the licensing agency, or subject to licensure, except Certified Family Homes, Resource Families, and Foster Family Homes, or any governmental entity.

PENALTY NOTICE GIVEN The statement concerning civil penalties serves as a penalty notice on this Licensing Report and failure to correct cited licensing deficiencies will result in civil penalties. Applicants/ licensees are required to pay civil penalties when administrative appeals have been exhausted and in accordance with any payment arrangements made with the licensing agency.

APPEAL RIGHTS The applicant/licensee has a right without prejudice to discuss any disagreement in this report with the licensing agency concerning the proper application of licensing requirements. The applicant/ licensee may request a formal review by the licensing agency to amend or dismiss the notice of deficiency and/ or civil penalty. Requests for review shall be made in writing within 15 business days of receipt of a

deficiency notification or civil penalty assessment. Licensing deficiencies may be appealed pursuant to the procedures in the LIC 9058 Applicant/Licensee Rights.

AGENCY REVIEW The licensing agency review of an appeal may be conducted based upon information provided in writing by the applicant/licensee. The applicant/licensee may request an office meeting to provide additional information. The applicant/licensee will be notified in writing of the results of the agency review within 60 business days of the date when all necessary information has been provided to the licensing agency.

EMAIL REQUIREMENT Adult Community Care Facilities, Residential Care Facilities for the Chronically Ill, and Residential Care Facilities for the Elderly are required to provide and maintain an active email address of record with the licensing agency.

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
FACILITY EVALUATION REPORT (Cont)	COMMUNITY CARE LICENSING DIVISION
	CENTRAL COAST CR/RES, 2580 N. FIRST STREET, STE. 350
	SAN JOSE, CA 95131

FACILITY NAME: CARLTON PLAZA OF SAN JOSE

FACILITY NUMBER: 435200727

VISIT DATE: 09/15/2025

NARRATIVE	
1	LPA toured 10 resident bedrooms. All 10 resident rooms have a bed, functioning lights, dresser/table,
2	bedding and space for personal belongings.
3	
4	LPA toured 10 resident bathrooms. All 10 bathrooms had hand soap, paper towels, functioning lights,
5	and covered trash bins. LPA measured water temperatures in 10 resident bathrooms. 10 out of 10 water
6	temperatures were over 120 F. The facility will have maintenance bring water temperature within 105 F
7	to 120 F per Title 22 regulation.
8	
9	LPA reviewed 4 resident records.
10	
11	LPA reviewed 5 resident's Centrally Stored Medication and Destruction Records (CSMDR's).
12	
13	LPA reviewed 5 staff records.
14	
15	During inspection, LPA observed the resident dining area to be closed off with plastic coverings. ED
16	stated the resident dining area is being remodeled as of 9/15/2025. ED stated the facility did not inform
17	the Department of the remodeling of the resident dining area. ED stated the facility will submit a plan to
18	the Department of a timeline of the remodeling by 9/19/2025.
19	
20	No deficiencies were cited during today's visit per California Code of Regulations Title 22. Two (2)
21	Technical Violations were issued, see LIC9102 for more information. An exit interview was conducted
22	with Executive Director (ED) Shantela Yadoa and a signed copy of this report was provided.
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NAME OF LICENSING PROGRAM MANAGER: Jin Jackie	
NAME OF LICENSING PROGRAM ANALYST: Marcella Tarin	
LICENSING PROGRAM ANALYST SIGNATURE:	DATE: 09/15/2025

I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.

FACILITY REPRESENTATIVE SIGNATURE:	DATE: 09/15/2025
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