

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 107206939
Report Date: 08/25/2026
Date Signed: 08/25/2026 05:33:07 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION FRESNO RO, 1314 E SHAW AVE FRESNO, CA 93710
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on 08/25/2025 and conducted by Evaluator Katie Brown

PUBLIC	COMPLAINT CONTROL NUMBER: 24-AS-20250825091006
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FACILITY NAME:	KINGSTON BAY SENIOR LIVING	FACILITY NUMBER:	107206939
ADMINISTRATOR:	DENNIS, SARAH	FACILITY TYPE:	740
ADDRESS:	6161 W SPRUCE AVE	TELEPHONE:	(559) 479-4700
CITY:	FRESNO	STATE:	CA
CAPACITY:	128	ZIP CODE:	93722
		CENSUS:	113
		DATE:	08/25/2026
		UNANNOUNCED TIME BEGAN:	11:32 AM
MET WITH:	Arturo Correea	TIME COMPLETED:	05:40 PM

ALLEGATION(S):

1	Staff inappropriately interacted in the presence of resident
2	Staff do not safeguard resident's personal belongings
3	Staff do not ensure resident's care needs are met
4	Staff do not report incidents as required
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Katie Brown conducted a subsequent complaint investigation visit. LPA
2	met with and explained the reason for the visit with Executive Director (ED) Arturo Correa. During this
3	visit, LPA interviewed staff and residents as well as obtained records from staff files.
4	
5	This Department investigated the allegations listed above: Interview revealed that Staff S1 and S2 were
6	witnessed in Resident (R1's) bedroom engaging in inappropriate physical interaction. S1 and S2 denied
7	the allegations. However, their statements were inconsistent and changed over the course of the
8	investigation. Additional staff members state they were unaware of a relationship between S1 and S2.
9	
10	Interview reports from Resident (R6), Staff and witnesses are inconsistant in whether R6 lost money, a
11	lletery ticket or multiple lottery tickets. After losing the lottery tickets, R6 reports that a lock was placed on
12	a drawer in the apartment to keep personal belongings such as a purse. R6's Physician Report dated
13	6/2024 states no Dementia or confusion. Additionally, facility Care Plans document R6 as independent.

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Shawna Doucette	
LICENSING EVALUATOR NAME: Katie Brown	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/25/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/25/2026

This report must be available at Child Care and Group Home facilities for public review for 3 years.
LIC9099 (FAS) - (06/04) Page: 1 of 2
Control Number 24-AS-20250825091006

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: KINGSTON BAY SENIOR LIVING	FACILITY NUMBER: 107206939
	VISIT DATE: 08/25/2026

NARRATIVE	
1	Continuation - page 2
2	
3	Based on record review of Physician Reports and facility Care Plans, the residents identified do not all
4	require the level of assistance identified. Residents interviewed gave conflicting statements to their care
5	plans. Staff interviewed were consistent in explaining the process of communication within the team
6	through the phone system when assistance is needed to provide 2 person transfers for residents.
7	
8	Interviews of Administrator (AD) and Director of Nursing (DON) were conducted and reveal the facility
9	procedure for meeting reporting requirements. This Department interviewed a witness who confirmed
10	communication from the facility related to an identified incident in the past. This was a requirement of
11	the facility. Interviews with care staff reveal conflicting information regarding which department reports to
12	whom when an incident occurs. A staff member reported that concerning matters can be reported to a
13	Med Tech rather than to a Manager. The facility was unable to locate or provide a report of an incident
14	regarding R6 which was said to have been submitted by previous Management.
15	
16	Based on interviews and record reviews the above allegations are UNSUBSTANTIATED . Although the
17	allegations may have happened or are valid, there is not a preponderance of evidence to prove that the
18	alleged violations did or did not occur.
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21	There were no citations issued.
22	An exit interview was conducted and a copy of this report was provided.
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