

Department of SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 015600255
Report Date: 03/11/2026
Date Signed: 03/11/2026 02:02:34 PM

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION OAKLAND ASC, 1515 CLAY STREET, STE. 310 OAKLAND, CA 94612
FACILITY EVALUATION REPORT	

FACILITY NAME:	MERCY RETIREMENT & CARE CENTER	FACILITY NUMBER:	015600255
ADMINISTRATOR/DIRECTOR:	MCCARRON, KATHLEEN	FACILITY TYPE:	741
ADDRESS:	3431 FOOTHILL BOULEVARD	TELEPHONE:	(510) 534-8540
CITY:	OAKLAND	STATE:	CA
CAPACITY:	160	ZIP CODE:	94601
TYPE OF VISIT:	Required - 1 Year	CENSUS:	107
		DATE:	03/11/2026
		UNANNOUNCED TIME VISIT/INSPECTION BEGAN:	10:45 AM
MET WITH:	Kathleen McCarron, Executive Director	TIME VISIT/INSPECTION COMPLETED:	02:30 PM

NARRATIVE

1 On 3/11/2026 at 10:45 AM, Licensing Program Analyst (LPA) Y. Brown conducted an unannounced
2 annual 1-year required inspection. LPA met with Executive Director Kathleen McCarron and explained
3 the purpose of the visit.
4
5 The administrator currently holds a certificate (#7002969740) that expires on 2/3/2028. LPA toured the
6 facility including but not limited to bedrooms, bathrooms, kitchen, common area, and back yard. All
7 indoor passageways are kept free of obstruction. There are no bodies of water observed. A comfortable
8 temperature for clients is maintained at 73 degrees Fahrenheit. LPA observed lighting in all rooms are
9 adequate for the comfort and safety of the clients.
10
11 Hot water temperature in a random sample of residents rooms were measured at 118.3, 115.3, and
12 107.4 degrees Fahrenheit. All toilets, hand washing, and bathing are safe, sanitary and in operating
13 condition. The supply of extra hygiene was available for residents. Smoke detectors and carbon
14 monoxide combination were in operating condition during visit. Fire extinguisher was last purchased on
15 3/2/2026. First aid kit was observed to be complete. LPA reviewed five (5) staff and five (5) client
16 records. LPA reviewed a sample of medication.
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18 Continued on LIC809C.
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NAME OF LICENSING PROGRAM MANAGER: Harpreet Humpal
NAME OF LICENSING PROGRAM ANALYST: Yasamin Brown

LICENSING PROGRAM ANALYST SIGNATURE:


DATE: 03/11/2026

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

FACILITY REPRESENTATIVE SIGNATURE:


DATE: 03/11/2026

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 FACILITY EVALUATION REPORT (Cont)	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION OAKLAND ASC, 1515 CLAY STREET, STE. 310 OAKLAND, CA 94612
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FACILITY NAME: MERCY RETIREMENT & CARE CENTER

FACILITY NUMBER: 015600255

VISIT DATE: 03/11/2026

NARRATIVE

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32	Continued from LIC809. Updated copies of the following documents were requested for facility file and are to be submitted to CCL by 3/18/2026: LIC 308 Designation of Administrative Responsibility LIC 309 Administrative Organization LIC 500 Personnel Report LIC 610E Emergency Disaster Plan No deficiencies cited during today's visit. Exit interview conducted with Kathleen and a copy of this report provided.
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NAME OF LICENSING PROGRAM MANAGER: Harpreet Humpal NAME OF LICENSING PROGRAM ANALYST: Yasamin Brown LICENSING PROGRAM ANALYST SIGNATURE:	DATE: 03/11/2026
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