

# Department of SOCIAL SERVICES

*Community Care Licensing*

## *FACILITY EVALUATION REPORT*

**Facility Number:** 191200037

**Report Date:** 07/15/2025

**Date Signed:** 07/15/2025 10:35:16 AM

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 1000 CORPORATE CNTR DR. ST 500 MONTEREY PARK, CA 91754
<b>FACILITY EVALUATION REPORT</b>	

FACILITY NAME:	REGENCY PARK OAK KNOLL	FACILITY NUMBER:	191200037
ADMINISTRATOR/DIRECTOR:	ANABELLE ARGENAL	FACILITY TYPE:	740
ADDRESS:	255 SOUTH OAK KNOLL	TELEPHONE:	(626) 578-1551
CITY:	PASADENA	STATE:	CA
CAPACITY:	206	ZIP CODE:	91101
TYPE OF VISIT:	Case Management - Deficiencies	CENSUS:	98
	UNANNOUNCED	DATE:	07/15/2025
		TIME VISIT/INSPECTION BEGAN:	09:27 AM
MET WITH:	Anabelle Argenal	TIME VISIT/INSPECTION COMPLETED:	10:35 AM

### NARRATIVE

1 Licensing Program Analyst (LPA) Galarza initiated an unannounced Case Management- Deficiencies  
2 visit to issue a citation regarding observations made on April 15, 2025. The purpose of the visit was  
3 explained telephonically to Executive Director Anabelle Argenal. Environmental Services Director Mary  
4 Chavira assisted with the visit. Ms. Argenal arrived at the end of the visit.  
5  
6 On 4/15/2025, it was observed that resident in room # 118 had a three-quarter length rails. Resident  
7 (R1) did not have a physician order on file. Pictures were taken.  
8  
9 A physical plant inspection was conducted today. Resident (R1's) bed does not have any bed rails  
10  
11 Per Title 22, a deficiency is being cited.  
12  
13 Exit interview was conducted with Mary Chavira. A copy of the report and appeal rights were issued.  
14  
15  
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**NAME OF LICENSING PROGRAM MANAGER:** Lisa Hicks  
**NAME OF LICENSING PROGRAM ANALYST:** Noemi Galarza

**LICENSING PROGRAM ANALYST SIGNATURE:**


DATE: 07/15/2025

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

**FACILITY REPRESENTATIVE SIGNATURE:**


DATE: 07/15/2025

**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.

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**Created By: Noemi Galarza On 07/15/2025 at 09:27 AM**  
**Link to Parent Document Below:**

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY  <b>FACILITY EVALUATION REPORT (Cont)</b>	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION , 1000 CORPORATE CNTR DR. ST 500 MONTEREY PARK, CA 91754
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**FACILITY NAME:** REGENCY PARK OAK KNOLL

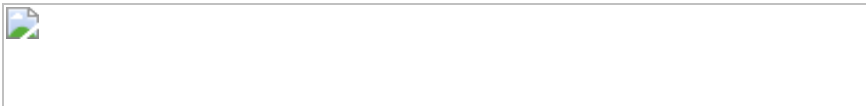
**FACILITY NUMBER:** 191200037

**DEFICIENCY INFORMATION FOR THIS PAGE:**

**VISIT DATE:** 07/15/2025

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Type B 07/15/2025 <b>Section Cited</b> CCR 87608(a)(5)(A)	1 Postural Supports. A bed rail that 2 extends from the head half the length of 3 the bed and used only for assistance 4 with mobility shall be allowed. 5 6 This requirement was not met 7 evidenced by:	1 Executive Director submitted picture 2 evidence that the bed rail was removed. 3 Per R1's physician, no bed rail order 4 was approved by the residents doctor. 5 6 *Citation is cleared. 7
	8 Based on observation during visit 9 conducted on 4/15/25, the bed in room 10 118 had a three-quarter rail. No 11 physician order was on file or provided 12 to LPA.This posed a potential health, 13 safety or personal rights risk to resident 14 in care.	8 9 10 11 12 13 14
	1 2 3 4 5 6 7	1 2 3 4 5 6 7
	1 2 3 4 5 6 7	1 2 3 4 5 6 7

**Failure to correct the cited deficiency(ies), on or before the Plan of Correction (POC) due date, may result in a civil penalty assessment.**

<b>NAME OF LICENSING PROGRAM</b>	Lisa Hicks
<b>MANAGER:</b>	
<b>NAME OF LICENSING PROGRAM</b>	Noemi Galarza
<b>ANALYST:</b>	
<b>LICENSING PROGRAM ANALYST SIGNATURE:</b>	
	<b>DATE:</b> 07/15/2025

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 07/15/2025