

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 197608180
Report Date: 08/13/2026
Date Signed: 08/13/2026 12:41:51 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION MONTEREY PARK ASC, 1000 CORPORATE CNTR DR. ST 500 MONTEREY PARK, CA 91754
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on 08/06/2026 and conducted by Evaluator Mayra Cota

PUBLIC	COMPLAINT CONTROL NUMBER: 28-AS-20260806151134
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FACILITY NAME: SILVERADO SENIOR LIVING - THE HUNTINGTON FACILITY NUMBER: 197608180
ADMINISTRATOR: ROCHELLE CARPIO
ADDRESS: 1118 N STONEMAN AVE
CITY: ALHAMBRA
CAPACITY: 62
STATE: CA
CENSUS: 59
UNANNOUNCED
MET WITH: Rochelle Carpio, Administrator
FACILITY TYPE: 740
TELEPHONE: (626) 308-9777
ZIP CODE: 91801
DATE: 08/13/2026
TIME BEGAN: 08:45 AM
TIME COMPLETED: 12:45 PM

ALLEGATION(S):

1	Staff do not ensure that residents are able to enter and exit the facility.
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA), Mayra Cota, conducted an unannounced 10-day complaint visit to
2	investigate the above-mentioned allegation. LPA met with Elizabeth Cruces, Office Services Manager,
3	and the reason for the visit was explained. Rochelle Carpio, Administrator, arrived thereafter and
4	continued to facilitate the investigation.
5	
6	The investigation consisted of the following:
7	
8	LPA, obtained copies of staff and resident rosters, toured the facility with a particular focus on inspecting
9	the front door and interviewed Staff 1 – Staff 5 (S1-S5). LPA attempted to conduct interviews with
10	residents at random; however, was unable to obtain information regarding the allegation. *Note: the
11	facility serves cognitively impaired elderly residents.
12	
13	The investigation revealed the following:
	Continues on LIC 9099-C

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Wei Siew Ho	
LICENSING EVALUATOR NAME: Mayra Cota	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/13/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/13/2026

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 28-AS-20260806151134

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: SILVERADO SENIOR LIVING - THE HUNTINGTON	FACILITY NUMBER: 197608180
VISIT DATE: 08/13/2026	

NARRATIVE	
1	<u>Regarding: Staff do not ensure that residents are able to enter and exit the facility.</u>
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3	It is alleged that the front door is locked at random times and no one can get in or out without a buzzer.
4	It is also alleged that sometimes the wait is over ten minutes during the day, making it hard to deliver
5	and creating a fire hazard.
6	
7	Interviews with (5) out of (5) staff revealed that the front door is not locked at random times and it is not
8	a fire hazard. Staff indicated that although the facility is a “closed facility” due to being full Memory Care,
9	there are protocols in place for people to come in and out of the facility during normal business hours
10	and evening shifts to ensure the safety of residents in care. Staff further stated that all residents living in
11	the facility are not restricted from entering and exiting the facility; however, could only leave the
12	premises with a chaperon after being signed-out at the front desk as part of the safety measures the
13	facility has in place. Interviews with Staff 1 – Staff 3 (S1-S3) revealed that the front desk always has staff
14	monitoring the door Monday – Friday, 8:00 a.m. to 7:00 p.m. and Saturday and Sunday, 9:00 a.m. to
15	6:00 p.m. to “buzz” people in and out of the facility when the “doorbell” in the front door is triggered.
16	Visitors coming in and out of the facility after business hours must follow the same protocol of using the
17	front “doorbell” to alert staff. Nurses working the PM shifts have portable phones which are alerted when
18	visitors trigger the “doorbell” by the front door to gain access into the building. Staff stated that service
19	providers who may come to the facility after hours can call the facility’s main phone line if they need
20	access to facility. Staff indicated that the front door is locked from the outside, but not from the inside
21	because the door is equipped with a delay egress system which triggers an alarm after 30 seconds after
22	the door is opened to alert staff of a possible elopement. Staff indicated that their food and medical
23	equipment vendors do not deliver after hours because they have a set schedule that they follow for
24	deliveries to be made during regular business hours. Shipping retailers leave packages outside of the
25	main entranceway and do not request access to the inside of the building when delivering packages.
26	Staff indicated that although there have been times in which visitors have waited several minutes to be
27	provided with access into the facility by staff, wait times do not exceed ten minutes. Staff further
28	indicated that they have not received any reports regarding people not being able to get in or out of the
29	facility or having to wait for more than ten minutes to be granted access inside. LPA inspected the front
30	door and observed the delay egress system to be working properly. The “buzzer” in the front desk was
31	also tested and found it to be operational.
32	
	Interviews and observations could not corroborate the allegation that staff are not ensuring that residents are able to exit and enter the facility. Although the allegation may have happened or is valid, there is no preponderance of evidence to prove the alleged violation did or did not occur, therefore the allegation is unsubstantiated . An exit interview was conducted with Rochelle Carpio, Administrator, and a copy of this report was provided.

SUPERVISORS NAME: Wei Siew Ho	
LICENSING EVALUATOR NAME: Mayra Cota	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/13/2026
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