

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 197608482
Report Date: 08/25/2026
Date Signed: 08/25/2026 03:00:23 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 08/18/2026 and conducted by Evaluator Alberto Lopez

PUBLIC	COMPLAINT CONTROL NUMBER: 28-AS-20260818151148
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FACILITY NAME:	KINGSLEY MANOR	FACILITY NUMBER:	197608482
ADMINISTRATOR:	LIYON O'QUINN	FACILITY TYPE:	740
ADDRESS:	1055 NORTH KINGSLEY DRIVE	TELEPHONE:	(323) 661-1128
CITY:	LOS ANGELES	ZIP CODE:	90029
CAPACITY:	299	DATE:	08/25/2026
		UNANNOUNCED TIME BEGAN:	09:22 AM
MET WITH:	Liyon O'Quinn, Administrator	TIME COMPLETED:	03:08 PM

ALLEGATION(S):

1	Staff do not serve residents food of good quality
2	Staff do not ensure that residents' dietary needs are met
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Alberto Lopez made initial unannounced visit to investigate the above
2	allegations. LPA met with Chia Demurjan, Interim Executive Director and Liyon O'Quinn, Administrator.
3	LPA discussed the purpose of the visit.
4	
5	The investigation consisted of LPA obtaining and reviewing staff and resident rosters, R1 physicians
6	report, facility menus, interviewed ten (11) residents (R#1 – R#11), four (4) staff (S#1- S#4), and took tour
7	of dining hall during the lunch hour to observe the food served.
8	
9	The investigation revealed regarding allegation: Staff do not serve residents food of good quality. It is
10	alleged that the food is not of good quality and consists of unhealthy food for resident.
11	LPA interviewed ten (11) residents and nine (9) of ten (11) residents could corroborate the allegation. LPA
12	interviewed four (4) staff, and all four (4) staff denied the allegation.
13	(continued on 9099C)

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Lisa Hicks	
LICENSING EVALUATOR NAME: Alberto Lopez	
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 28-AS-20260818151148

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: KINGSLEY MANOR	FACILITY NUMBER: 197608482
	VISIT DATE: 08/25/2026

NARRATIVE	
1	(continued from 9099)
2	
3	Administrator, (S1) stated that it is a personal taste preference of R1 and that the food served is
4	nutritious and meets department requirements. S1 also stated that there are choices and that R1 eats at
5	the facility every day. LPA toured the dining hall at lunch time and observed the food to appear fresh,
6	varied and nutritious. Facility also has always available menu for residents that prefer to choose an
7	alternative that is not on the daily menu. There is insufficient evidence to substantiate this allegation.
8	
9	Allegation: Staff do not ensure that residents' dietary needs are met. It is alleged that facility serves
10	shrimp almost everyday and R1 cannot eat it due to high cholesterol content.
11	
12	LPA interviewed ten (11) residents and nine (10) of ten (11) residents could corroborate the allegation.
13	LPA interviewed four (4) staff, and all four (4) staff denied the allegation. S1 stated that shrimp is not
14	served every day and that R1 can make choice to have something else. LPA reviewed the menu for this
15	week 08/24/2026, and shrimp was on the menu once for lunch and once for dinner on separate days.
16	Menu shows other items available if resident does not want shrimp. LPA observed menu to have at least
17	two main course items every day to choose for lunch and dinner every day. Facility also has always
18	available menu for residents that prefer to choose an alternative that is not on the daily menu. R1 does
19	not have doctor's order for special diet on file. There is insufficient evidence to substantiate this
20	allegation.
21	
22	Although the allegations may have happened or are valid, there is not a preponderance of evidence to
23	prove the alleged violations did or did not occur; therefore, the allegations are UNSUBSTANTIATED.
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25	An exit interview was conducted with the Administrator. A copy of this report, along with the appeal
26	rights, was provided.
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