

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 197609658
Report Date: 08/28/2025
Date Signed: 08/28/2025 05:04:50 PM

Unsubstantiated

| | |
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| STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY | CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION WOODLAND HILLS N.ASC, 21731 VENTURA BLVD. #250 WOODLAND HILLS, CA 91364 |
| COMPLAINT INVESTIGATION REPORT | |

This is an official report of an unannounced visit/investigation of a complaint received in our office on **08/28/2025** and conducted by Evaluator Quoc Huynh

| | |
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| PUBLIC | COMPLAINT CONTROL NUMBER: 29-AS-20250828112436 |
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| FACILITY NAME: SWEET HOME SENIOR LIVING 3 | FACILITY NUMBER: 197609658 |
| ADMINISTRATOR: LUSINE SRMIKYAN | FACILITY TYPE: 740 |
| ADDRESS: 6462 VARNA AVE | TELEPHONE: (818) 666-1622 |
| CITY: VAN NUYS | STATE: CA |
| CAPACITY: 6 | ZIP CODE: 91401 |
| MET WITH: Lusine Srmikyan - Licensee | DATE: 08/28/2025 |
| | UNANNOUNCED TIME BEGAN: 10:04 AM |
| | TIME COMPLETED: 05:15 PM |

ALLEGATION(S):

| | |
|---|---|
| 1 | Staff due not ensure required posters are placed in the facility |
| 2 | Staff do not ensure facility has scheduled activities for residents |
| 3 | Facility does not ensure residents receive 3 meals per day |
| 4 | Licensee does not ensure staff are able to communicate with residents |
| 5 | Staff do not ensure residents are provided clean linens |
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INVESTIGATION FINDINGS:

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| 1 | Licensing Program Analyst (LPA) Quoc Huynh conducted an initial complaint visit for the above |
| 2 | allegations. LPA arrived at 10:04AM and met with the Licensee Lusine Srmikyan and Coordinating |
| 3 | Manager (CM) Marine Bekyan and explained the reason for the visit. Entrance interview conducted. |
| 4 | |
| 5 | The LPA and Licensee conducted a safety check tour beginning at 11:50AM. No immediate concerns |
| 6 | were observed. At 1:32PM, the LPA reviewed and obtained pertinent documents. Between 10:32AM and |
| 7 | 1:58PM, the LPA interviewed two (2) residents, four (4) staff, and one (1) family member. The following |
| 8 | was then determined: |
| 9 | |
| 10 | Report Continued on LIC 9099-C |
| 11 | |
| 12 | |
| 13 | |

Unsubstantiated

Estimated Days of Completion:

NAME OF LICENSING PROGRAM MANAGER: Kristin Heffernan

NAME OF LICENSING PROGRAM ANALYST: Quoc Huynh

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 08/28/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/28/2025

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 4

Control Number 29-AS-20250828112436

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
WOODLAND HILLS N.ASC, 21731 VENTURA BLVD. #250
WOODLAND HILLS, CA 91364

COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: SWEET HOME SENIOR LIVING 3

FACILITY NUMBER: 197609658

VISIT DATE: 08/28/2025

NARRATIVE

1 Allegations: "Staff due not ensure required posters are placed in the facility," "Staff
2 do not ensure facility has scheduled activities for residents," "Facility does not
3 ensure residents receive 3 meals per day," "Licensee does not ensure staff are able
4 to communicate with residents," and "Staff do not ensure residents are provided
5 clean linens."
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7
8 It was reported that the facility staff removed state required postings off the walls.
9 During the LPA's tour of the facility, required postings were observed throughout the
10 living room and were within the required dimensions per regulation. Interview with
11 Resident #1 (R1) revealed that the required postings were allegedly taken down on
12 08/17/2025 and recently posted again. The LPA conducted an unannounced annual
13 visit at the facility on 08/20/2025 and observed required postings at that time. Staff
14 #1 (S1) confirmed that required postings remain on the walls in the living room and
15 dining room. Although the allegation may have happened or is valid, there is not
16 sufficient evidence to prove the alleged violation did or did not occur, therefore the
17 allegation is deemed **UNSUBSTANTIATED** at this time.
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21 The facility allegedly advertised activities in their brochure, however, do not have any
22 activities planned for the residents. During today's visit, the LPA observed activity
23 schedules posted throughout the facility in addition to activities conducted
24 throughout the morning which consisted of music and dancing. Residents from the
25 facility and subsequent facilities participated in the activity apart from residents who
26 refused. Interview with four (4) staff and one (1) resident revealed that activities are
27 scheduled every day between 11:30AM and 12:30PM with additional independent
28 and optional group activities throughout the remainder of the day. Resident #2 (R2),
29 S1, Staff #2 (S2), the CM, and the Licensee stated activities include but are not
30 limited to music, dancing, physical exercise, puzzles, trivia, bingo, coloring, and
31 cooking activities. The facility also works with a third-party vendor that provided two
32 (2) activity directors that facilitate all activities for residents.

Report Continued on LIC 9099-C

NAME OF LICENSING PROGRAM MANAGER: Kristin Heffernan

NAME OF LICENSING PROGRAM ANALYST: Quoc Huynh

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 08/28/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/28/2025

Control Number 29-AS-20250828112436

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COMMUNITY CARE LICENSING DIVISION
WOODLAND HILLS N.ASC, 21731 VENTURA BLVD. #250
WOODLAND HILLS, CA 91364

**COMPLAINT INVESTIGATION REPORT
(Cont)**

FACILITY NAME: SWEET HOME SENIOR LIVING 3

FACILITY NUMBER: 197609658

VISIT DATE: 08/28/2025

NARRATIVE

1 R1 stated that today's scheduled activity was trivia games, and they expressed that
2 they did not observe any trivia games occurring. The LPA asked whether R1 goes
3 outside to the shared courtyard between 11:30AM and 12:30PM to which R1
4 answered they do not, and they must have missed the activity. R1 expressed that
5 they like to water plants and feed the squirrels and birds in the morning, which the
6 facility encouraged, and the facility grounds contained various plants and fruit trees.
7 Although the allegation may have happened or is valid, there is not sufficient
8 evidence to prove the alleged violation did or did not occur, therefore the allegation
9 is deemed **UNSUBSTANTIATED** at this time.
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13 It was reported that the facility only provided the residents two (2) meals a day which
14 included breakfast and lunch at 3PM. The facility provided three (3) meals a day in
15 addition to snacks in between each meal, per S2. S1 stated that meals are provided
16 to residents who tend to sleep in or are unavailable during the scheduled mealtimes.
17 Mealtimes are scheduled as follows: breakfast between 8AM and 9AM, lunch
18 between 12PM and 1PM, and dinner between 4:30PM and 5PM. R2 confirmed the
19 facility provided three (3) meals every day in addition to snacks and that staff
20 accommodate to meal requests. Interview with R1 revealed that they are provided
21 with breakfast and lunch, however, choose not to eat dinner because they are full
22 from lunch. Additionally, R1 expressed they do not eat past 6PM due to scientific
23 research theories. At 12:50PM, R1 was offered lunch and expressed that the food
24 looked very good and that they have gained significant weight since residing at the
25 facility. The Licensee shared that they grocery shop for all their facilities every other
26 week and do not charge residents extra for ingredients for special meal requests.
27 The CM reported that the facility also provided families who visit the facility meals
28 during their visit and will typically send them home with food to go. The LPA
29 observed sufficient food of good quality in the kitchen. Although the allegation may
30 have happened or is valid, there is not sufficient evidence to prove the alleged
31 violation did or did not occur, therefore the allegation is deemed
32 **UNSUBSTANTIATED** at this time.

Report Continued on LIC 9099-C

NAME OF LICENSING PROGRAM MANAGER: Kristin Heffernan

NAME OF LICENSING PROGRAM ANALYST: Quoc Huynh

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 08/28/2025

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/28/2025

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**COMPLAINT INVESTIGATION REPORT
(Cont)**

FACILITY NAME: SWEET HOME SENIOR LIVING 3

FACILITY NUMBER: 197609658

VISIT DATE: 08/28/2025

NARRATIVE

1 It was alleged that facility staff do not speak English and cannot communicate with
2 residents. Interview with staff revealed that most staff are fluent in English and there
3 are a few who know basic English and can communicate well with the residents. The
4 CM stood by during S2's interview to assist with translation, however, S2 was able to
5 communicate with the LPA in English and translation was not needed. S2 stated that
6 they are typically paired with other staff that are fluent in English to utilize as a
7 translator. They expressed that they know their residents very well and can meet
8 their needs with no issues. S1 was fluent in English and expressed that all staff
9 communication ranges from basic phrases to fluent. R2 expressed no issues in
10 communication with staff. Witness #1 (W1) stated they regularly visit the facility and
11 expressed no concerns about the facility and its staff and expressed gratitude to
12 multiple staff. Although the allegation may have happened or is valid, there is not
13 sufficient evidence to prove the alleged violation did or did not occur, therefore the
14 allegation is deemed **UNSUBSTANTIATED** at this time.
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19 The facility allegedly did not provide clean linens to residents and did not change
20 soiled sheets regularly. During the visit, the LPA observed all residents with clean
21 linens and extra linens stored in each room. S1, S2, the CM, and the Licensee
22 reported that linens are scheduled to be changed twice a week and if linens are
23 observed to be dirty, staff will provide clean linens immediately. R1 reported they
24 have not observed staff change their linens and was persistent on this notion due to
25 their linens showing "the same wrinkles." R2 stated their linens get changed
26 regularly and has never had issues with having soiled linens. W1 stated they
27 observe staff cleaning the facility often when they are visiting and have no concerns
28 about the facility's cleanliness. Although the allegation may have happened or is
29 valid, there is not sufficient evidence to prove the alleged violation did or did not
30 occur, therefore the allegation is deemed **UNSUBSTANTIATED** at this time.
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No deficiency cited. Exit interview conducted. A copy of the report was reviewed and provided.

NAME OF LICENSING PROGRAM MANAGER: Kristin Heffernan

NAME OF LICENSING PROGRAM ANALYST: Quoc Huynh

LICENSING PROGRAM ANALYST SIGNATURE:

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