

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 197610210
Report Date: 02/04/2026
Date Signed: 02/04/2026 03:51:32 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION WOODLAND HILLS S.RO, 21731 VENTURA BLVD., STE. 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 01/29/2026 and conducted by Evaluator Abeye Duguma

		COMPLAINT CONTROL NUMBER: 31-AS-20260129151722	
FACILITY NAME: CASTLEMERE SENIOR HOME II		FACILITY NUMBER:	197610210
ADMINISTRATOR:JOSEPH-NURSE, VERONICA		FACILITY TYPE:	740
ADDRESS: 23780 VIA IRANA		TELEPHONE:	(661) 888-0432
CITY: VALENCIA	STATE: CA	ZIP CODE:	91355
CAPACITY: 6	CENSUS: 4	DATE:	02/04/2026
MET WITH: Veronica Joseph Nurse, Administrator		UNANNOUNCED TIME BEGAN:	09:30 AM
		TIME COMPLETED:	03:30 PM

ALLEGATION(S):

1	Staff inappropriately asked for resident's medication to be increased to keep resident sleep.
2	Staff are not providing care to residents at night.
3	Staff made inappropriate comments in the presence of resident.
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Abeye Duguma conducted an unannounced initial complaint visit to this
2	facility to investigate the above allegations. LPA met with administrator, Veronica Nurse, and explained
3	the reason for the visit.
4	
5	--- Staff inappropriately asked for resident's medication to be increased to keep resident sleep.
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7	It was alleged that staff only wanted Resident #1's (R1) medication increased to keep R1 sleep, so they
8	didn't have to deal with R1. To investigate the allegation, on February 4, 2026, LPA requested documents
9	at around 10:00a.m., interviewed three out of four residents from 11:00p.m. to 12:30p.m. and interviewed
10	two staff from 1:30p.m. to 3:00p.m. LPA was unable to interview one out of four residents due to current
11	condition. A review of the Centrally Stored Medications indicates Seroquel daily at 5:00p.m. which is
12	reflected in the Medication Administration Records. Records indicate a medication increase but does not
13	indicate that medications were missed or refused.
(CONT. LIC9099-C)	

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Troy Agard LICENSING EVALUATOR NAME: Abeye Duguma LICENSING EVALUATOR SIGNATURE:		DATE: 02/04/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.		
FACILITY REPRESENTATIVE SIGNATURE:		DATE: 02/04/2026

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 3
Control Number 31-AS-20260129151722

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: CASTLEMERE SENIOR HOME II	FACILITY NUMBER: 197610210
	VISIT DATE: 02/04/2026

NARRATIVE	
1	<p>During interviews with staff, all staff stated they report to the families any changes and suggest that resident be seen by a physician for any possible adjustments. Staff #1 (S1) added their number one concern is the health and safety of the resident and if our staff note that resident is not getting the amount of sleep need, then they have an obligation to report it to the family and seek out a solution.</p> <p>During interviews with residents, all interviewed residents stated they do not feel staff try to chemically restrain them in any way and that all medications are given as prescribed.</p> <p>Based on record review and interviews, there is not enough information to verify the allegation. Therefore, the allegation is UNSUBSTANTIATED at this time.</p> <p>--- Staff are not providing care to residents at night.</p> <p>It was alleged that it had been a whole week since the night caregiver hadn't been there and the R1's responsible party wasn't told. To investigate the allegation, on February 4, 2026, LPA requested documents at around 10:00a.m., interviewed three out of four residents from 11:00p.m. to 12:30p.m. and interviewed two staff from 1:30p.m. to 3:00p.m. LPA was unable to interview one out of four residents due to current condition. A review of the Personnel Schedule shows that facility has caregiver staff at night. During interviews with staff, all staff stated residents are never left unsupervised. The additional night staff that was assigned to R1 decided they no longer wanted to work with R1 and did not come back. S1 added, she cannot force staff to come and work, but residents were never left unsupervised, the family was not charged any additional payments, nor did staff receive any compensation for the added workload for the level of care R1 required. During interviews with residents, all interviewed residents stated they are never left unsupervised and are checked on often, day and night.</p> <p>Based on record review and interviews, there is not enough information to verify the allegation. Therefore, the allegation is UNSUBSTANTIATED at this time.</p> <p>(CONT. on LIC9099-C)</p>
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LIC9099 (FAS) - (06/04) Page: 2 of 3
Control Number 31-AS-20260129151722

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**COMPLAINT INVESTIGATION REPORT
(Cont)**

STE. 250
WOODLAND HILLS, CA 91364

FACILITY NAME: CASTLEMERE SENIOR HOME II

FACILITY NUMBER: 197610210

VISIT DATE: 02/04/2026

NARRATIVE

1 --- Staff made inappropriate comments in the presence of resident.
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4 It was alleged that staff make sexual jokes in front of R1. To investigate the allegation, on February 4,
5 2026, LPA interviewed three out of four residents from 11:00p.m. to 12:30p.m. and interviewed two staff
6 from 1:30p.m. to 3:00p.m. LPA was unable to interview one out of four residents due to current
7 condition. During interviews with staff, all staff stated they do not make inappropriate comments or
8 sexual jokes with residents or others. Staff stated they treat all residents with respect and dignity. During
9 interviews with residents, all interviewed residents stated staff do not make inappropriate sexual jokes
10 and feel they are treated with respect and dignity.
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12 Based on interviews, there is not enough information to verify the allegation. Therefore, the allegation is
13 UNSUBSTANTIATED at this time.
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15 No health and safety hazards noted during the visit.
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17 Exit interview conducted. Copy of this report issued.
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LICENSING EVALUATOR NAME: Abeye Duguma
LICENSING EVALUATOR SIGNATURE:
DATE: 02/04/2026

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