

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 198320242
Report Date: 09/17/2025
Date Signed: 09/17/2025 03:04:06 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION EL SEGUNDO ASC, 400 CONTINENTAL BLVD, STE 340 EL SEGUNDO, CA 90245
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **09/12/2025** and conducted by Evaluator Jose Calderon

	COMPLAINT CONTROL NUMBER: 11-AS-20250912104950
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FACILITY NAME: IVY PARK AT CULVER CITY	FACILITY NUMBER: 198320242
ADMINISTRATOR: BRITTNEY BUCHANNAN	FACILITY TYPE: 740
ADDRESS: 4061 GRAND VIEW BLVD.	TELEPHONE: (310) 390-0565
CITY: LOS ANGELES	STATE: CA
CAPACITY: 150	ZIP CODE: 90066
MET WITH: ADMINISTRATOR TIRRE THORNTON	CENSUS: 83
	DATE: 09/17/2025
	UNANNOUNCED TIME BEGAN: 10:00 AM
	TIME COMPLETED: 03:00 PM

ALLEGATION(S):

1	Staff did not respond to resident's calls for assistance in a timely manner
2	Staff did not provide resident's responsible party with written notice of rate increase
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INVESTIGATION FINDINGS:

1	On 09/17/2025 Licensing Program Analyst (LPA) Jose Calderon conducted an unannounced visit to Ivy
2	Park at Culver City facility and was greeted by Administrator Tirre Thornton (S1). LPA Calderon spoke to
3	S1 prior to entering the facility to conduct a risk assessment. LPA Calderon explained the purpose of this
4	visit is to deliver the findings pertaining to the above-mentioned allegations.
5	The investigation consisted of the following: LPA Calderon interviewed Administrator S1, Staff S2-S5,
6	resident R1-R9. LPA Calderon obtained the following records: Needs and Service plan (dated
7	06/30/2025), Resident Assessment (dated 07/01/2025), Email (dated 05/22/2025), Call button log notes
8	(dated 09/03/2025 to 09/17/2025), Admission Agreement (dated 11/26/2024), Fee Schedule for R1. LPA
9	Calderon toured the facility with S1.
10	The investigation revealed the following:
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Unsubstantiated

Estimated Days of Completion:

NAME OF LICENSING PROGRAM MANAGER: Ulysses Coronel

NAME OF LICENSING PROGRAM ANALYST: Jose Calderon

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 09/17/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 09/17/2025

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 3

Control Number 11-AS-20250912104950

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
EL SEGUNDO ASC, 400 CONTINENTAL BLVD, STE 340
EL SEGUNDO, CA 90245

COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: IVY PARK AT CULVER CITY

FACILITY NUMBER: 198320242

VISIT DATE: 09/17/2025

NARRATIVE

- 1 Regarding Allegation #1: Staff do not respond to residents' calls for assistance in a timely manner.
- 2
- 3 This complaint alleged that staff did not respond to R1 pressing R1 call button timely. LPA Calderon and
- 4 S1 toured the facility. LPA Calderon did not notice any negative interactions between staff and residents.
- 5 LPA Calderon and S1 walked into rooms 104, 205, 225, 305 and pressed the call button. On average it
- 6 takes 5 minutes for staff to respond to the call button being pushed.
- 7
- 8 Records indicate the following: The Needs and Service Plan indicate that R1 has cognitive issues and is
- 9 non-verbal. The call button log notes indicate that staff responded to the call button being pushed 16
- 10 times from 09/03/2025 to 09/17/2025 for an average wait time of 8 minutes. The interviews indicate the
- 11 following: S1-S5 deny the allegation ever happened. R1 is non-verbal and could not answer any
- 12 questions. 2 out of 9 residents indicate that there is enough staff to take care of residents' needs, and
- 13 their call button is answered within 10 minutes.
- 14
- 15 Based on interviews and supporting documentation, the preponderance of evidence standard has NOT
- 16 been met therefore, the allegation of "staff did not respond to residents calls for assistance in a timely
- 17 manner" is found to be UNSUBSTANTIATED.
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NAME OF LICENSING PROGRAM MANAGER: Ulysses Coronel

NAME OF LICENSING PROGRAM ANALYST: Jose Calderon

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 09/17/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 09/17/2025

LIC9099 (FAS) - (06/04)

Page: 3 of 3

Control Number 11-AS-20250912104950

**COMPLAINT INVESTIGATION REPORT
(Cont)****FACILITY NAME:** IVY PARK AT CULVER CITY**FACILITY NUMBER:** 198320242**VISIT DATE:** 09/17/2025**NARRATIVE**

1 Regarding Allegation #2: Staff did not provide the residents responsible party with written notice of rate
2 increase.
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4 This complaint claimed that staff did not provide written notice of a rate change. LPA Calderon and S1
5 toured the facility. LPA Calderon did not notice any negative interactions between staff and residents.
6 Records indicate the following: The Admission Agreement page 4 "personal assistance and care"
7 assigns points to a resident's care for services. Page 6 "adjustments to fees" or services spell out how
8 and why the facility charges for services. Email between the facility and R1 conservator, regarding the
9 increase in cost of services was noted by LPA Calderon. Email between R1 conservator and the facility
10 dated 05/22/2025 to 09/15/2025. The facility emailed the balance due, and a payment schedule emailed
11 from 06/01/2025 to 09/01/2025, appears total charges \$9175.00. A breakdown of the points assigned to
12 R1 was forwarded to R1 conservator. The interviews indicate the following: S1 indicates that on
13 05/22/2025 S1 emailed a written notice of increased fees based on the admission agreement and the
14 care assessment that was provided to R1 conservator. 2 out of 9 residents indicate that their families
15 take care of the bill for services with the facility.
16
17 Based on interviews and supporting documentation, the preponderance of evidence standard has NOT
18 been met therefore, the allegation of "staff did not provide residents responsible party with written notice
19 of rate increase" is found to be UNSUBSTANTIATED.
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21 An exit interview was conducted, and a copy of the Complaint Report was provided to the Administrator
22 Tirre Thornton (S1).
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NAME OF LICENSING PROGRAM MANAGER: Ulysses Coronel**NAME OF LICENSING PROGRAM ANALYST:** Jose Calderon**LICENSING PROGRAM ANALYST SIGNATURE:****DATE:** 09/17/2025**I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.****FACILITY REPRESENTATIVE SIGNATURE:****DATE:** 09/17/2025