

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 198320398

Report Date: 01/15/2026

Date Signed: 01/15/2026 02:08:36 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 **11/20/2025** and conducted by Evaluator Deborah Lee

	COMPLAINT CONTROL NUMBER: 11-AS-20251120144808
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FACILITY NAME: PENINSULA POINTE BY COGIR	FACILITY NUMBER: 198320398
ADMINISTRATOR: JULIUS OSORIO	FACILITY TYPE: 740
ADDRESS: 27520 HAWTHORNE BOULEVARD	TELEPHONE: (310) 697-6236
CITY: ROLLING HILLS ESTATE	STATE: CA
CAPACITY: 121	ZIP CODE: 90274
	CENSUS: 72
	DATE: 01/15/2026
MET WITH: Julius Osorio	UNANNOUNCED TIME BEGAN: 09:15 AM
	TIME COMPLETED: 03:00 PM

ALLEGATION(S):

1	Staff left residents in soiled diapers for an extended period of time.
2	Staff did not ensure the facility was free of odors.
3	Staff are not documenting incidents.
4	Staff are forging medication logs.
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INVESTIGATION FINDINGS:

1	On January 15, 2026, the Department of Social Services staff conducted an unannounced visit to this
2	facility to continue investigation of the above allegations and to deliver findings. The Department was met
3	by Administrator Julius Osorio, and the purpose of the visit was explained.
4	Investigation consisted of the following:
5	On November 25, 2025, the Department conducted an unannounced initial visit to the facility to
6	investigate the complaint allegations mentioned above. During the visit, it was determined that the
7	complaint required further investigation. The department obtained pertinent documents including staff
8	roster (dated 11/25/25) resident roster (dated 11/25/25), R1-R7 physicians reports and hospice care
9	information (dates varies). The department toured the facility, and interviewed Administrator (A1), and 5
10	staff (S1-S5).
11	On January 15, 2026, the Department obtained the following documents: Incontinent Management
12	Program policy (dated 12/1/23), staff training on caring for incontinent residents (dated: 1/2/26, 11/14/25,
13	8/11/25, 8/12/25), Service plans for R1, R2, R7 (dated 11/19/26, and 8/26/25), daily housekeeping log
	(no date), Laundry schedule (dated 1/10/26), and Care Staff Assignment schedule. The department
	conducted interviews with 1 staff (S6), 1 Witness (W1) and 5 residents (R2-R5, R7).
	page 1 of 5

SUPERVISORS NAME: Eva M Alvarez
LICENSING EVALUATOR NAME: Deborah Lee
LICENSING EVALUATOR SIGNATURE:

DATE: 01/15/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 01/15/2026

This report must be available at Child Care and Group Home facilities for public review for 3 years.

LIC9099 (FAS) - (06/04)

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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: PENINSULA POINTE BY COGIR

FACILITY NUMBER: 198320398

VISIT DATE: 01/15/2026

NARRATIVE

1 The investigation revealed the following:

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Allegation: Staff left residents in soiled diapers for an extended period of time

The detail of the complaint alleges "the staff lets residents walk around with 'saggy' diapers in the facility instead of changing them."

On November 25, 2025, and January 15, 2026 the Department interviewed (A1) who denied the allegation stating that residents are not left soiled for an extended period of time. A1 further stated that the protocol for changing residents' diapers: "...is based on typical checks of 1 to 2 hours and based on the needs of the residents whether they need to be changed and whether they are checked for urine output or bowel movements."

On November 25, 2025, between 8:00am and 4:00pm, the Department interviewed staff (S1-S5) regarding the allegation. Of those interviewed, 5 out of 5 denied the allegation stating they haven't observed any residents left soiled for an extended period of time. 5 out of 5 staff stated that they are trained to care for residents who are incontinent. Additionally, 5 out of 5 staff stated that they typically change residents every 2 hours and/or sooner if necessary.

On January 15, 2026, between 10:00am and 12:30pm, the Department interviewed 5 residents (R2-R5, R7) and Witness #1(W1). The department could not interview R1 as R1 no longer lives at the facility (passed away as of 11/24/25), R6 was not available at time of visit. Of those interviewed, 4 out of 5 state that they are never left in soiled diapers for extended periods of time. 1 out of 5 was not responsive to questions due to cognitive level. 4 out of 5 state that staff change them when they need changing. W1 a private/hire caregiver for R5 states staff is attentive and that she has not witness any instances where R5 complained of being left soiled since she worked with her.

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COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: PENINSULA POINTE BY COGIR

FACILITY NUMBER: 198320398

VISIT DATE: 01/15/2026

NARRATIVE

1 On January 15, 2026, the Department inspected 4 resident rooms and
2 common areas and observed that the facility was clean, sanitary, and free
3 of odors at time of visit.
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6 On January 15, 2026, the Department reviewed and evaluated the
7 following documents: Incontinent Management Program policy (dated
8 12/1/23), staff training on caring for incontinent residents (dated: 1/2/26,
9 11/14/25, 8/11/25, 8/12/25), Service plans for R1, R2, R7 (dated 11/19/26,
10 and 8/26/25). During review of the documents, the Department found that
11 the facility appropriately maintains incontinent care for the residents.
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13 Based on the information gathered, there is insufficient evidence to support
14 the allegation mentioned above; Although the allegation may have
15 happened or is valid, there is not a preponderance of evidence to prove the
16 alleged violation did or did not occur, therefore the allegation is
17 UNSUBSTANTIATED.
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Allegation: Staff did not ensure the facility was free of odors

19 The detail of the complaint alleges that the facility smells like urine.
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21 On January 15, 2026, the department inspected 4 resident rooms and
22 common areas and the department observed that the facility was clean,
23 sanitary and free of odors.
24

25 Based on the information gathered, there is insufficient evidence to support
26 the allegation mentioned above; Although the allegation may have
27 happened or is valid, there is not a preponderance of evidence to prove the
28 alleged violation did or did not occur, therefore the allegation is
29 UNSUBSTANTIATED.
30

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LICENSING EVALUATOR NAME: Deborah Lee
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COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: PENINSULA POINTE BY COGIR

FACILITY NUMBER: 198320398

VISIT DATE: 01/15/2026

NARRATIVE

1 **Allegation: Staff are not documenting incidents**

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4 The detail of the complaint alleges "that when there is an incident, it is not
5 documented."

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7 On November 25, 2025, and January 15, 2026 the Department interviewed
8 Administrator (A1) and 6 staff regarding the allegation. Staff and the
9 Administrator denied allegation stating that incidents are always reported.
10 S6 added, "Staff writes the incident down and they hand it to me, then I
11 complete in the system and sign it, I also make sure they report the
12 incident right away." On January 15, 2026, the Department reviewed a
13 sample of incident reports, which shows that the facility follows the
14 reporting requirements.
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20 Based on the information gathered, there is insufficient evidence to support
21 the allegation mentioned above; Although the allegation may have
22 happened or is valid, there is not a preponderance of evidence to prove the
23 alleged violation did or did not occur, therefore the allegation is
24 UNSUBSTANTIATED.
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26

27 **Allegation: Staff are forging medication logs**

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30 The detail of the complaint alleges, "...they are told to sign logs for
31 medications that they don't have due to the refills not being delivered yet."
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On November 25, 2025, and January 15, 2026 the Department interviewed
(A1) and 6 staff (S1-S6). 6 out of 6 staff and A1 denied the allegation
stating that there has been no reports of staff being asked to sign
medication logs for medications they don't have.

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COMPLAINT INVESTIGATION REPORT (Cont)

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VISIT DATE: 01/15/2026

NARRATIVE

1 On January 15, 2026, the department reviewed and evaluated R1-R7
2 Medication Administration Record (MAR) for November and December
3 2025. The department found no evidence to support the allegation.
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6 Based on the information gathered, there is insufficient evidence to support
7 the allegation mentioned above; Although the allegation may have
8 happened or is valid, there is not a preponderance of evidence to prove the
9 alleged violation did or did not occur, therefore the allegation is
10 UNSUBSTANTIATED.
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14 There were no deficiencies cited during today's visit.
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17 Exit interview conducted with Administrator and copy of report provided.
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19 Page 5 of 5
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