

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 198601953
Report Date: 06/15/2026
Date Signed: 06/15/2026 04:46:10 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION GREATER LA AC/SC, 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 06/03/2026 and conducted by Evaluator Tena Herrera

PUBLIC	COMPLAINT CONTROL NUMBER: 28-AS-20260603115213
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FACILITY NAME:	KENSINGTON SIERRA MADRE, THE	FACILITY NUMBER:	198601953
ADMINISTRATOR:	CECILIA DEGRAFF	FACILITY TYPE:	740
ADDRESS:	245 W. SIERRA MADRE BLVD.	TELEPHONE:	(626) 355-5700
CITY:	SIERRA MADRE	ZIP CODE:	91024
CAPACITY:	106	DATE:	06/15/2026
		UNANNOUNCED TIME BEGAN:	03:55 PM
MET WITH:	Deseree Suyat - Director of Nursing	TIME COMPLETED:	05:00 PM

ALLEGATION(S):

1	Staff allowed unauthorized individuals to be present while residents were in care.
2	Staff's personal pet poses as a risk to the residents while in care.
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Tena Herrera conducted an unannounced complaint visit to investigate the allegations listed above. LPA met with Director of Nursing Deseree Suyat explained the purpose of the visit.
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5	The investigation consisted of the following:
6	On 6/12/26 LPA obtained copies of the Staff and Resident rosters, copies of the Pet Policy and Vitiation Policy were provided, toured facility, and conducted interviews with 4 Staff (S1-S4) and 10 Residents (R1-R10), 2 of which had visitors that were also interviewed during visit (W1-W2).
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8	During todays visit 6/15/26, LPA reviewed documents, typed report and delivered findings on the reported allegations.
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12	(Continued on LIC9099-C)
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Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: David Sicairos	
LICENSING EVALUATOR NAME: Tena Herrera	
LICENSING EVALUATOR SIGNATURE:	DATE: 06/15/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 06/15/2026

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-20260603115213

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: KENSINGTON SIERRA MADRE, THE	FACILITY NUMBER: 198601953
	VISIT DATE: 06/15/2026

NARRATIVE	
1	The investigation revealed the following:
2	<u>Allegation: Staff allowed unauthorized individuals to be present while residents were in care.</u>
3	It is alleged that facility staff have their children running throughout the common areas of the facility,
4	have unrestricted access to resident areas while engaging in behavior that could be disruptive to
5	residents and visitors. LPA interviewed 4 staff and each denied the allegation, staff stated that although
6	staff members do sometimes bring their children to the office, they are well behaved and always have a
7	staff member with them when they assist with games/activities. S1 and S2 stated that there are children
8	volunteers that visit the facility to bring joy to the residents, they just had a visit from the children, it was
9	superhero day, both children/residents wore capes and were having fun in a controlled/supervised
10	environment. LPA interviewed 10 residents, each denied the allegation, residents stated they see
11	children at the facility and have never felt the children behave in a disruptive manner. Interviews with 2
12	visitors/family members of residents revealed they visit regularly and have never seen the children that
13	visit be disruptive in any way and said they also enjoyed seeing the children and the happiness they
14	bring to the residents.
15	<u>Allegation: Staff's personal pet poses as a risk to the residents while in care.</u>
16	It is alleged that the facility has a dog moving near residents, and it appeared that at least one resident
17	nearly tripped as the dog passed by. LPA interviewed 5 staff and each denied the allegation, staff stated
18	that the facility is a pet friendly environment, some residents have pets that are kept in their units/rooms
19	but if they take them out for a walk, the pets are on a leash and being assisted by staff if needed. Staff
20	stated there is not a facility pet, however, visitors and staff will bring their pets to the facility to allow pet
21	therapy, there is a designated area with a puppy pen that is controlled for the pets and residents safety;
22	residents that wish to interact with the pets are able to go to the designated area and pet the animals
23	with a staff present to assist. LPA interviewed 10 residents, 9 out of 10 residents denied the allegation
24	and stated they have never seen any pets roaming around the facility without a leash. R1-R3 who have
25	pets at the facility stated their pets stay in their rooms, R3 stated that if they need to have their dog
26	walked they make sure they are on a leash and staff assist with walking their dog. Residents stated this
27	has never been a concern of theirs and have never tripped over any of the pets. Interviews with 2
28	visitors/family members of residents revealed they visit regularly, have never seen any dogs or pets
29	walking about the facility freely, the pets are always on a leash with supervision, and they have never
30	had any concerns of their family being injured by tripping over the pets. LPA toured the activity room and
31	observed the doggy/puppy pen that houses the pets when they are there (there were no pets in the pen
32	during visit).
	Based on statements and interviews conducted with staff/residents, review of policies and LPA observations, there was not enough supportive evidence to concur with the reported allegations. Although the allegations may have happened or are valid, there is not a preponderance of evidence to prove the alleged violations did or did not occur, therefore the allegations are UNSUBSTANTIATED . Exit interview held, and a copy of this report was provided.

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LICENSING EVALUATOR NAME: Tena Herrera	
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