

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 198602039
Report Date: 08/06/2026
Date Signed: 08/06/2026 02:06:23 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 **07/29/2026** and conducted by Evaluator Deborah Lee

	COMPLAINT CONTROL NUMBER: 11-AS-20260729111020
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FACILITY NAME:	REGENT VILLA RETIREMENT HOME	FACILITY NUMBER:	198602039
ADMINISTRATOR:	GORDON, JENNI	FACILITY TYPE:	740
ADDRESS:	201 W WARDLOW RD	TELEPHONE:	(562) 595-6529
CITY:	LONG BEACH	ZIP CODE:	90807
CAPACITY:	188	DATE:	08/06/2026
	STATE: CA	TIME BEGAN:	08:01 AM
	CENSUS: 151	TIME	02:30 PM
	UNANNOUNCED	COMPLETED:	
MET WITH:			

ALLEGATION(S):

1	Staff do not prevent resident from threatening resident
2	Staff do not safeguard resident's money
3	Staff do not prevent recurring cockroach infestation
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5	
6	
7	
8	
9	

INVESTIGATION FINDINGS:

1	On August 6, 2026, the Department of Social Services (DSS) staff conducted an initial unannounced
2	complaint visit at the facility to investigate the above allegations and to deliver the findings. The
3	department was greeted by Assistant Administrator Nicole Lozano, and the purpose of the visit was
4	explained.
5	
6	The investigation consisted of the following:
7	On August 6, 2026, the Department obtained the following documents: Staff roster (No date), Resident
8	roster (dated 6/23/26), R1's Admission Agreement (dated 10/2/24), signed personal rights (dated
9	10/2/26), R1's preplacement appraisal (date 10/2/26), P & I log (2025-2026), R1's Physician's report
10	(dated 12/2/25), and Orkin Service Report (dated 7/24/26).
11	
12	On August 6, 2026, the Department interviewed: Assistant Administrator (A1), 5 staff (S1-S5), 5
13	Residents (R2-R6), toured facility and made observations.
	Page 1 of 4

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Eva M Alvarez	
LICENSING EVALUATOR NAME: Deborah Lee	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/06/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/06/2026

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 4
Control Number 11-AS-20260729111020

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: REGENT VILLA RETIREMENT HOME	FACILITY NUMBER: 198602039
	VISIT DATE: 08/06/2026

NARRATIVE	
1	The investigation revealed the following
2	
3	Allegation: Staff do not prevent resident from threatening resident
4	
5	The detail of the complaint alleges that R1 was threatened with a knife by another
6	resident when R1 lived at the facility.
7	
8	On August 6, 2026 at 10:00am the Department interviewed Assistant Administrator
9	(A1), who stated that a R1 informed staff that R1's roommate threatened R1 with a
10	knife, however when staff searched the room there was no knife found. A1 further
11	stated that sometimes the residents will bring in items that are not allowed, however
12	staff will confiscate the items. Lastly, A1 states that there have been no knives found
13	in the facility.
14	
15	On August 6, 2026 between 10:15am and 11:00am, the Department interviewed 5
16	staff (S1-S5) regarding the allegation, and of those interviewed, 5 out of 5 stated that
17	no resident had reported to them that they had been threatened with a knife. 4 out of
18	5 stated that they have never found a knife in the facility. 1 out of 5 stated that she
19	saw a knife in a residents' room but not recently. She went on to state that as soon
20	and the staff saw a knife, they immediately took it.
21	
22	On August 6, 2026, between 11:00am and 12:00pm, the department interviewed 5
23	residents (R2-R6). Of those interviewed, 5 out of 5 stated that they have never been
24	threatened with a knife. 5 out of 5 stated that they feel safe and well cared for at the
25	facility.
26	
27	Based on the information gathered, there is insufficient evidence to support the
28	allegation mentioned above; Although the allegation may have happened or is valid,
29	there is not a preponderance of evidence to prove the alleged violation did or did not
30	occur, therefore the allegation is <u>UNSUBSTANTIATED</u> .
31	
32	Page 2 of 4

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COMPLAINT INVESTIGATION REPORT
(Cont)

FACILITY NAME: REGENT VILLA RETIREMENT HOME

FACILITY NUMBER: 198602039

VISIT DATE: 08/06/2026

NARRATIVE	
1	Allegation: Staff do not safeguard resident's money
2	
3	
4	The detail of the complaint alleges that “the facility did not give R1
5	Personal & Incidental (P&I) due to R1 owing the facility.” It was also alleged
6	that the facility was paying R1’s phone bill out of R1’s money, but they
7	allegedly stopped paying, and as a result R1 doesn’t have a working
8	phone.
9	
10	
11	On August 6, 2026 at 10:00am, the Department interviewed Assistant
12	Administrator (A1), who denied the allegation stating that the facility
13	handled R1’s P & I funds, however no funds were withheld from R1. A1
14	further stated that there is no record of R1 owing the facility money. Lastly,
15	A1 stated that “We were paying for R1’s cell phone bill while R1 was a
16	resident, but it did not come from R1’s P & I, our facility paid for it as
17	service to the resident. When R1 moved out (2/21/26) the payment for the
18	phone stopped.
19	
20	On August 6, 2026, the department reviewed and evaluated the following
21	documents: R1’s admission agreement (dated 10/2/24), signed personal
22	rights (dated 10/2/26), and R1’s P & I log (2025-2026).
23	
24	Based on the information gathered, there is insufficient evidence to support
25	the allegation mentioned above; Although the allegation may have
26	happened or is valid, there is not a preponderance of evidence to prove the
27	alleged violation did or did not occur, therefore the allegation is
28	<u>UNSUBSTANTIATED.</u>
29	
30	
31	
32	

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(Cont)

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VISIT DATE: 08/06/2026

NARRATIVE

1 **Allegation: Staff do not prevent recurring cockroach infestation**
2
3 The detail of the complaint alleges that when R1 lived in the facility “there were
4 cockroaches all over the bathroom and despite the services through pest control
5 company Orkin the roaches allegedly kept coming back.
6
7
8 On August 6, 2026, at 10:00am, the Department interviewed the Assistant
9 Administrator (A1) who denied the allegation of a cockroach infestation. A1 stated
10 that “we have Orkin pest control come in to do maintenance inspections and we
11 have been cleared.”
12
13 On August 6, 2026, the Department interviewed 5 staff (S1-S5) regarding the
14 allegation. 5 out of 5 denied the allegation of a cockroach infestation, they stated
15 that they have seen 1 or 2 roaches, but Orkin comes out often to do treatments.
16
17 On August 6, 2026, the Department interviewed 5 residents (R2-R6) who also stated
18 that they have only seen 1 or 2 roaches and denied that there is an infestation.
19
20 On August 6, 2026, the department reviewed the Orkin Service report (dated
21 7/24/26). The report is a maintenance report and according to the report, mild
22 activity was observed and documented. Previous service dates were as follows:
23 7/10/26, 6/12/26, 3/27/26, 11/7/25, and 10/10/25.
24
25 The document confirms that the facility is maintaining pest control.
26
27 On August 6, 2026, the Department toured the facility and observed that it was
28 clean, safe and sanitary.
29
30 Based on the information gathered, there is insufficient evidence to support the
31 allegation mentioned above; Although the allegation may have happened or is valid,
32 there is not a preponderance of evidence to prove the alleged violation did or did not
occur, therefore the allegation is UNSUBSTANTIATED.

Exit interview conducted with Assistant Administrator Nicole Lozano. No deficiencies
cited during todays visit. Copy of report provided.

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