

# Department of SOCIAL SERVICES

## Community Care Licensing

# COMPLAINT INVESTIGATION REPORT

Facility Number: 198602099

Report Date: 12/18/2025

Date Signed: 12/19/2025 04:50:57 PM

## Unsubstantiated

|  |  |
|--|--|
| STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY | CALIFORNIA DEPARTMENT OF SOCIAL SERVICES<br>COMMUNITY CARE LICENSING DIVISION<br>EL SEGUNDO ASC, 1000 CORPORATE DR #100<br>MONTEREY PARK, CA 91754 |
| <b>COMPLAINT INVESTIGATION REPORT</b>                  |  |

This is an official report of an unannounced visit/investigation of a complaint received in our office on **12/10/2025** and conducted by Evaluator Pamela Bunker

|  |   |
|--|---|
|  | <b>COMPLAINT CONTROL NUMBER: 11-AS-20251210130130</b> |
|--|---|

|  |   |
|--|---|
| <b>FACILITY NAME:</b> CORAL OAKS CARE LIVING | <b>FACILITY NUMBER:</b> 198602099       |
| <b>ADMINISTRATOR:</b> ELEANOR BARRIENTOS     | <b>FACILITY TYPE:</b> 740               |
| <b>ADDRESS:</b> 4271 CARLIN AVE              | <b>TELEPHONE:</b> (310) 763-4881        |
| <b>CITY:</b> LYNWOOD                         | <b>STATE:</b> CA                        |
| <b>CAPACITY:</b> 84                          | <b>ZIP CODE:</b> 90262                  |
| <b>MET WITH:</b> Ellen Barrintos,            | <b>CENSUS:</b> 70                       |
|  | <b>DATE:</b> 12/18/2025                 |
|  | <b>UNANNOUNCED TIME BEGAN:</b> 08:30 AM |
|  | <b>TIME COMPLETED:</b> 03:30 PM         |

### ALLEGATION(S):

|   |   |
|---|---|
| 1 | Staff did not provide adequate supervision resulting in a resident eloping from the facility. |
| 2 |   |
| 3 |   |
| 4 |   |
| 5 |   |
| 6 |   |
| 7 |   |
| 8 |   |
| 9 |   |

### INVESTIGATION FINDINGS:

|    |  |
|----|--|
| 1  | On December 18, 2025, at 8:30 a.m., Licensing Program Analyst (LPA) Pamela Bunker conducted an       |
| 2  | initial visit to gather information regarding the above allegations. LPA met with Ellen Barrintos,   |
| 3  | Administrator, and explained the purpose of the visit. LPA was granted entry to the facility.        |
| 4  |  |
| 5  | The investigation consisted of the following: On December 18, 2025, the following documents were     |
| 6  | reviewed and/or obtained as part of the investigation: Personnel Report (dated 12/18/2025), Resident |
| 7  | Roster (dated 12/18/2025), Special Incident Reports (dated 12/15/2025), Admission Agreement (dated   |
| 8  | 11/09/2023) Identification and Emergency Information (dated 11/07/2023), Physician's Report (dated   |
| 9  | 11/03/2023, 04/18/2024 & 10/05/2025), Medical Assessment (dated 10/05/2025), Medication              |
| 10 | Administration Records (MARs) (dated 11/01/2025 -12/12/2025), Appraisal & Needs and Services Plan    |
| 11 | (dated 08/20/2025), Functional Capability Assessment (dated 11/06/2023), Preplacement Appraisal      |
| 12 | Information (dated 11/06/2023), Personal Rights (dated 11/09/2023), Consent Forms (date 11/09/2023), |
| 13 | and  |
|    | See continued LIC9099-C page 2   |

|                        |                                      |
|------------------------|--------------------------------------|
| <b>Unsubstantiated</b> | <b>Estimated Days of Completion:</b> |
|------------------------|--------------------------------------|

**SUPERVISORS NAME:** Stephanie Cifuentes  
**LICENSING EVALUATOR NAME:** Pamela Bunker  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 12/18/2025

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 12/18/2025

**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-20251210130130**

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CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
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EL SEGUNDO ASC, 1000 CORPORATE DR #100  
MONTEREY PARK, CA 91754

## COMPLAINT INVESTIGATION REPORT (Cont)

**FACILITY NAME:** CORAL OAKS CARE LIVING

**FACILITY NUMBER:** 198602099

**VISIT DATE:** 12/18/2025

### NARRATIVE

1 Continued LIC9099-C page 2.  
2

3 In-Service Training (dated 12/10/2025), Sign In and Out Sheet (dated 12/09/2025), La Palma  
4 Intercommunity Hospital Medical Records (dated 09/19/2025), and Kaiser Permanente Downey Medical  
5 Center Admission and Discharge Records (dated 12/09/2025 and 12/10/2025).  
6

7 On 12/19/2025, between 10:00 a.m. and 3:00 p.m., LPA Pamela Bunker conducted interviews with staff  
8 members #1-#4 (S1-S4) and with residents #2-#6 (R2-R6). Resident #1 (R1) was unavailable for an  
9 interview as they no longer reside at the facility. R1 transferring to a higher level of care facility.  
10  
11

12 **The investigation revealed the following.**

13 **Allegation:** Staff did not provide adequate supervision, resulting in a resident eloping from the facility.  
14 LPA interviewed staff #1-4 (S1-S4). All four staff members (4 out of 4) stated that the facility staff ensure  
15 they are providing adequate care and supervision to prevent any resident from eloping from the facility.  
16 4 out of 4 staff members reported that R1 signed out on 12/09/2025. They stated that R1 typically  
17 remains on the premises and is known to walk around inside the facility, the patio area, or the outside  
18 parking lot. On this date, however, R1 left the facility and went for a walk in the community. During  
19 routine rounds conducted every two hours, staff noticed that R1 was no longer at the facility and  
20 immediately initiated a search. Staff stated they were able to locate R1 later that same day. S1-S4  
21 stated on 12/09/2025, R1 was admitted to Kaiser Permanente Downey Medical Center for observation.  
22 R1 was discharged 12/10/2025. 4 out of 4 staff interviewed stated that R1's CT scan showed no  
23 evidence of head trauma, and that a full body check revealed no injuries or bruising. On 12/12/2025, R1  
24 was transferred to a higher-level care facility for continued treatment. Staff confirmed that they self-  
25 reported the incident to all the appropriate agencies, responsible parties, family members, and R1's  
26 physician in a timely manner. According to staff, 4 out of 4 stated that the facility followed Title 22  
27 regulations and implemented the necessary precautions to ensure resident safety at all times.  
28

29 Residents #2-#6 (R2-R6) stated that staff provide adequate care and supervision. 5 out of 6 residents  
30 reported that staff are always available to assist and consistently check on residents throughout the day  
31 and night. 5 out of 6 residents stated that they did not witness any resident eloping from the facility. R2-  
32 R6 also reported that their daily needs are being met and that they are happy living at the facility,  
expressing no problems or concerns. See continued LIC812-C page 2.

**SUPERVISORS NAME:** Stephanie Cifuentes  
**LICENSING EVALUATOR NAME:** Pamela Bunker  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 12/18/2025

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**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 12/18/2025

LIC9099 (FAS) - (06/04)

Page: 2 of 3

**Control Number 11-AS-20251210130130**

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**COMPLAINT INVESTIGATION REPORT  
(Cont)**

EL SEGUNDO ASC, 1000 CORPORATE DR #100  
MONTEREY PARK, CA 91754

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**NARRATIVE**

1 Continued LIC809-C page 3.  
2

3 LPA Bunker reviewed Resident #1's (R1) file, including the Special Incident Report dated December 15,  
4 2025, which confirmed that staff reported the incident to Community Care Licensing, the responsible  
5 parties, and all appropriate agencies in a timely manner. LPA Bunker also verified that In-Service  
6 Training was conducted on December 10, 2025, covering topics such as making rounds, checking on  
7 residents, conducting head counts, reporting changes in condition or behavior, and proper use of the  
8 sign-in/sign-out sheet. The sign-out sheet dated December 9, 2025, showed that R1 had signed out.  
9

10 LPA Bunker reviewed R1 medical records from La Palma Intercommunity Hospital dated September 19,  
11 2025, as well as admission and discharge records from Kaiser Permanente Downey Medical Center  
12 dated December 9 and December 10, 2025. The CT scan showed no evidence of head trauma.  
13

14 Based on interviews, available evidence, observation, information received, and records reviewed there  
15 was not enough sufficient evidence to support the allegation. Although the allegation may have  
16 happened or is valid, there is not a preponderance of evidence to prove the alleged violation did or did  
17 not occur, therefore the allegation is deemed unsubstantiated.  
18

19 A copy of the Complaint Investigation Report LIC9099 and LIC9099-C was provided to the Ellen  
20 Barrintos, Administrator.  
21

22  
23  
24  
25 No deficiencies were cited.  
26

27 An exit interview was conducted.  
28  
29  
30  
31  
32

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**LICENSING EVALUATOR NAME:** Pamela Bunker

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