

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 198602406
Report Date: 07/30/2026
Date Signed: 07/30/2026 12:09:22 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 **07/22/2026** and conducted by Evaluator Antonine Richard

	COMPLAINT CONTROL NUMBER: 11-AS-20260722135317
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FACILITY NAME:	ALABASTER ELDERLY CARE	FACILITY NUMBER:	198602406
ADMINISTRATOR:	DAVIS, DELORES	FACILITY TYPE:	740
ADDRESS:	9825 8TH AVENUE	TELEPHONE:	(323) 971-2964
CITY:	INGLEWOOD	ZIP CODE:	90305
CAPACITY:	6	DATE:	07/30/2026
	STATE: CA	UNANNOUNCED TIME BEGAN:	10:14 AM
	CENSUS: 5	TIME	12:30 PM
MET WITH:	Delores Davis	COMPLETED:	

ALLEGATION(S):

1	Staff do not safeguard resident's personal belongings.
2	Staff did not administer medication as prescribed.
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INVESTIGATION FINDINGS:

1	On July 30, 2026, Licensing Program Analyst (LPA) Antonine Richard conducted a follow-up complaint
2	visit to the facility above. During the visit, LPA Richard met Administrator (A1) Delores Davis, who was
3	informed about the purpose of the visit.
4	
5	The investigation included a request for several documents, such as the staff roster, resident roster,
6	documents related to Resident 1 (R-1), the admission agreement, physician report, Medication
7	Administration Records (MAR), the California General Durable Power of Attorney, Revocation of Power
8	of Attorney, Advance Health Care Directive Form, records of resident personal property and valuables,
9	daily adjournment sheets, and Serious Incident Reports (SIR). LPA Richard interviewed five residents
10	(R2-R6), three staff members (S1-S3), the Administrator (A1), and the Power of Attorney (POA).
11	Resident (R1) moved out of the facility on July 23, 2026.
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13	Report continued on LIC9099C.

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Eva M Alvarez	
LICENSING EVALUATOR NAME: Antonine Richard	
LICENSING EVALUATOR SIGNATURE:	DATE: 07/30/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 07/30/2026

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-20260722135317

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: ALABASTER ELDERLY CARE	FACILITY NUMBER: 198602406
	VISIT DATE: 07/30/2026

NARRATIVE	
1	Allegation: #1: Staff do not safeguard resident's personal belongings.
2	
3	The complaint alleged that the Power of Attorney (POA) and another individual took
4	the resident's ID and bank cards under the pretense of preventing theft. On July 28,
5	2026, the Licensing Program Analyst (LPA) Richard interviewed the Administrator
6	(A1), who denied the allegations. A1 stated that when the resident was admitted to
7	the facility, no bank cards were recorded as personal belongings.
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9	
10	During the same investigation, the department interviewed three staff members (S1-
11	S3), all of whom also denied the allegations, claiming they were unaware of any
12	resident's bank cards. Additionally, the LPA spoke with five residents (R2-R6); three
13	out of 5 expressed that they enjoyed living at the facility.
14	
15	
16	The LPA interviewed the Power of Attorney (POA), who denied the allegations and
17	stated that the resident (R1) has access to R1's bank card. The LPA also reviewed
18	records of the resident's personal property and valuables dated July 3, 2026, at the
19	time of R1's admission to the facility. The records did not list any bank cards. On July
20	23, 2026, during R1's move-out, personal property and valuables were taken; no
21	bank card was listed. The LPA also reviewed the facility's unusual incident report to
22	the Community Care Licensing Department regarding R1's move-out with a family
23	member. However, on July 28, 2026, the LPA was unable to interview resident R1
24	because R1 had moved out of the facility on July 23, 2026, and their current
25	whereabouts are unknown.
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29	Although the allegation may have happened or is valid, there is not a preponderance
30	of evidence to prove the alleged violation(s) did or did not occur; therefore, the
31	allegation is unsubstantiated .
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LICENSING EVALUATOR NAME: Antonine Richard	
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LIC9099 (FAS) - (06/04) Page: 2 of 4
Control Number 11-AS-20260722135317

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

340
EL SEGUNDO, CA 90245

FACILITY NAME: ALABASTER ELDERLY CARE

FACILITY NUMBER: 198602406

VISIT DATE: 07/30/2026

NARRATIVE	
1	Allegation #2: Staff did not administer medication as prescribed.
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3	The complaint alleged that staff provided inadequate daily assistance and routinely
4	failed to administer R1's prescribed blood pressure medication. On July 28, 2026,
5	LPA Richard interviewed the Administrator (A1), who denied the allegations. The
6	Administrator stated that staff measured blood pressure twice daily and assisted R1
7	with blood pressure medication. The Administrator also noted that R1 was aware of
8	all medications and knew when to take them.
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11	On July 28, 2026, the LPA interviewed three staff members (S1-S3), all of whom also
12	denied the allegations. They confirmed that they took the resident's blood pressure
13	twice a day and ensured it remained at safe levels.
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16	The LPA also interviewed five residents (R2-R6) on the same day, and three of five
17	reported that staff helped them. Furthermore, the Power of Attorney (POA) for
18	resident R1 denied the allegations, stating that facility staff took good care of R1 and
19	that the POA had no concerns about the quality of care R1 received while living in
20	the facility.
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23	During the investigation, the LPA reviewed the Medication Administration Record
24	(MAR), which showed that staff documented the administration of R1's blood
25	pressure medication each time it was given. The LPA also examined the facility's
26	daily adjournment sheet, which indicated that R1's vital signs were taken twice daily
27	from July 4, 2026, to July 22, 2026. Unfortunately, when R1 moved out of the facility,
28	R1 took all medications with them. The LPA was unable to compare the actual blood
29	pressure medication with the MAR.
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32	Report continued on LIC9099C.

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: ALABASTER ELDERLY CARE

FACILITY NUMBER: 198602406

VISIT DATE: 07/30/2026

NARRATIVE	
1	Upon reviewing the facility records, on July 28,2026, the LPA found no discrepancies
2	in the MAR regarding blood pressure medication. However, on July 28, 2026, the
3	LPA was unable to interview resident R1 because R1 had moved out of the facility
4	on July 23, 2026, and their current whereabouts are unknown.
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7	Although the allegation may have happened or is valid, there is not a preponderance
8	of evidence to prove the alleged violation(s) did or did not occur; therefore, the
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10	allegation is unsubstantiated .
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12	No deficiencies were cited.
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14	An exit interview was conducted. A copy of this report was provided to Administrator
15	Delores Davis.
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