

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 198602567
Report Date: 09/04/2025
Date Signed: 09/04/2025 02:35:50 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 **08/26/2025** and conducted by Evaluator Bernadette Allen

	COMPLAINT CONTROL NUMBER: 11-AS-20250826110419
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FACILITY NAME: REGENCY PALMS LONG BEACH	FACILITY NUMBER: 198602567
ADMINISTRATOR: ROBERT JAKINI	FACILITY TYPE: 740
ADDRESS: 117 E 8TH STREET	TELEPHONE: (562) 432-9260
CITY: LONG BEACH	ZIP CODE: 90813
CAPACITY: 91	DATE: 09/04/2025
MET WITH: Robert Jakini- Administrator	UNANNOUNCED TIME BEGAN: 08:11 AM
	TIME COMPLETED: 02:45 PM

ALLEGATION(S):

1	Staff do not ensure that resident is adequately fed.
2	Staff do not ensure that resident is hydrated.
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INVESTIGATION FINDINGS:

1	On 9/4/2025 at 8:11AM, Licensing Program Analyst (LPA) Bernadette Allen conducted an unannounced
2	visit to deliver findings for the alleged allegations. LPA identified herself and met with Robert Jakini-
3	Administrator who was informed of the purpose of the visit.
4	
5	The investigation consisted of the following:
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7	On 9/3/2025, LPA obtained the following documents: resident and Staff roster not dated, Resident 1(R1)
8	Admission Agreement, Admissions Orders dated 12/5/2023, Welbe Heath Assessment dated 11/30/2023,
9	Identification and Emergency Information dated 1/6/2024, Face Sheet with updated service plan dated
10	7/29/2025, Physician's Report dated 12/5/2023, 4/23/2025 and end of shift reports dated for the following
11	dates 8/21/2025, 8/22/2025, 8/23/2025, 8/29/2025 and 9/2/2025 for the AM shift. Acacia Hospice of
12	Southern California service plan dated 8/5/2025. LPA also obtained the staff shift schedule for 8/23/2025
13	as well as conducted interviews with staff members 1-9 (S1-S9), residents 1-7 (R1-R7) and Witness 1 (W1)
	Continued

Unsubstantiated

Estimated Days of Completion:

NAME OF LICENSING PROGRAM MANAGER: Stephanie Cifuentes

NAME OF LICENSING PROGRAM ANALYST: Bernadette Allen

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 09/04/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 09/04/2025

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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Control Number 11-AS-20250826110419

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: REGENCY PALMS LONG BEACH

FACILITY NUMBER: 198602567

VISIT DATE: 09/04/2025

NARRATIVE

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Allegation #1: Staff do not ensure that resident is adequately fed
The investigation revealed the following:

On September 3, 2025, at 10:00 AM, LPA Allen conducted interviews with Staff Members 1 - 9 (S1-S9). All 9 staff members stated that residents are adequately fed daily, including the provision of liquids such as water, juice, and milk. Staff also reported that when a resident refuses to eat after three (3) attempts, a meal replacement is provided.

LPA specifically inquired about Resident 1 (R1) and whether R1 was provided dinner on August 23, 2025. All 9 staff members expressed confidence that dinner was provided to R1; however, none could confirm whether R1 actually consumed the meal. Staff Members 3 and 4 (S3-S4), who have worked directly with R1 but were not on duty on August 23, 2025, during the PM shift, reported that R1 has a history of refusing meals. They stated that after three (3) attempts to encourage eating, a meal replacement such as Ensure is typically offered.

At 12:00 PM, LPA interviewed Residents 1- 7 (R1-R7). 6 out of 7 residents confirmed they are provided meals daily, including beverages such as water and juice, and that staff encourage them to drink water throughout the day. LPA attempted to interview R1 on three separate occasions; however, R1 was asleep each time.

At 1:10 PM, LPA reviewed end-of-shift notes from the AM shift dated August 21, 22, 23, 29, and September 2, 2025. These notes indicated that R1 refused meals on each of those dates. However, a meal replacement was offered, and both the med tech and hospice nurse were informed of R1's refusal to eat. When LPA requested PM shift notes specifically for dinner on those same dates, the facility was unable to provide them.

continued

NAME OF LICENSING PROGRAM MANAGER: Stephanie Cifuentes

NAME OF LICENSING PROGRAM ANALYST: Bernadette Allen

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 09/04/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 09/04/2025

LIC9099 (FAS) - (06/04)

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Control Number 11-AS-20250826110419

**COMPLAINT INVESTIGATION REPORT
(Cont)**

FACILITY NAME: REGENCY PALMS LONG BEACH

FACILITY NUMBER: 198602567

VISIT DATE: 09/04/2025

NARRATIVE

1 LPA also interviewed Witness 1 (W1), who reported that R1 was not provided a meal but approximately
2 two hours after dinner was served to other residents typically around 5:00 PM. W1 stated that this
3 appeared to be an isolated oversight, though it was concerning. W1 added that R1 was eventually given
4 a peanut butter and jelly sandwich and tuna salad.

5
6 On September 4, 2025, at 9:15 AM, LPA attempted another interview with R1. However, R1 was unable
7 to stay on topic or engage in a clear conversation. During this time, LPA observed Staff Member 4 (S4)
8 assisting R1 with eating oatmeal, drinking water, and consuming a bottled Starbucks Vanilla
9 Frappuccino (cold brew).

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11 At 12:26 PM, LPA reviewed R1's file, including physician reports dated April 23, 2025, and July 29,
12 2025, as well as the Acacia Hospice of Southern California service plan dated August 5, 2025. None of
13 these documents indicated that R1 had experienced dehydration or excessive weight loss.

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16 **Allegation #2: Staff do not ensure that resident is hydrated**

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18 **The investigation revealed the following:**

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22 On September 3, 2025, at 10:00 AM, LPA Allen interviewed Staff Members 1 through 9 (S1–S9). All staff
23 stated that residents are encouraged to drink water daily and hourly. During the facility tour, staff pointed
24 out water stations available to residents on floors 4, 5, and 6.

25
26 At 12:00 PM, LPA interviewed Residents 1 through 7 (R1–R7). Six out of seven residents confirmed they
27 are provided meals daily, including beverages such as water and juice, and that staff encourage them to
28 drink water every hour throughout the day. LPA again attempted to interview R1 on three separate
29 occasions, but R1 was asleep each time.

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31 Continued
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NAME OF LICENSING PROGRAM MANAGER: Stephanie Cifuentes

NAME OF LICENSING PROGRAM ANALYST: Bernadette Allen

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 09/04/2025

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 09/04/2025

LIC9099 (FAS) - (06/04)

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**COMPLAINT INVESTIGATION REPORT
(Cont)**

FACILITY NAME: REGENCY PALMS LONG BEACH

FACILITY NUMBER: 198602567

VISIT DATE: 09/04/2025

NARRATIVE

1 On September 4, 2025, at 9:15 AM, LPA made another attempt to interview R1. However, R1 was
2 unable to stay on topic or engage in a coherent conversation. Despite this, LPA observed R1 being
3 assisted by S4 while consuming oatmeal, water, and a bottled Starbucks Vanilla Frappuccino (cold
4 brew).

5
6 LPA also interviewed Witness 1 (W1), who expressed concerns about R1's water intake and hydration.

7 However, a review of end-of-shift notes dated August 21, 22, 23, 29, and September 2, 2025 confirmed
8 that R1 was provided water on those dates. Additionally, LPA directly observed R1 drinking water during
9 the visit.

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12 Based on interviews, documents reviewed and observation during the investigation, the above allegation
13 is found to be Unsubstantiated; meaning that although the allegation may have happened or is valid,
14 there is not a preponderance of evidence to prove the alleged violation did or did not occur.

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17 An exit interview was conducted where this report was discussed and provided to Robert Jakini-
18 Administrator at conclusion of the visit.

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