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Department of

SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 198603597
Report Date: 06/30/2026
Date Signed: 06/30/2026 02:06:24 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY **COMPLAINT INVESTIGATION REPORT**	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION MONTEREY PARK ASC, 1000 CORPORATE CNTR DR. ST 500 MONTEREY PARK, CA 91754

This is an official report of an unannounced visit/investigation of a complaint received in our office on **06/23/2026** and conducted by Evaluator Alberto Lopez

PUBLIC	COMPLAINT CONTROL NUMBER: 28-AS-20260623092617

FACILITY NAME:	SAVANT OF ALHAMBRA			**FACILITY NUMBER:**	198603597
ADMINISTRATOR:	MADELEINE SIEVERT			**FACILITY TYPE:**	740
ADDRESS:	1 E COMMONWEALTH AVE			**TELEPHONE:**	(626) 289-3871
CITY:	ALHAMBRA	**STATE:** CA		**ZIP CODE:**	91801
CAPACITY:	176	**CENSUS:** 143		**DATE:**	06/30/2026
		UNANNOUNCED		**TIME BEGAN:**	08:36 AM
MET WITH:	Madeleine "Maddie" Sievert, Administrator			**TIME COMPLETED:**	02:16 PM

ALLEGATION(S):

1	Staff inappropriately administered resident's medication
2	Staff did not provide resident with a 30-day eviction
3	Staff did not provide resident with records
4	Staff did not provide a comfortable enviornment for resident
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6	
7	
8	
9	

INVESTIGATION FINDINGS:

1	Licensing program Analyst (LPA) Alberto Lopez made an unannounced visit to investigate the above
2	allegations. LPA met with Ruby Andrade – Office manager and discussed the purpose of the visit.
3	Administrator Madeleine "Maddie" Sievert arrived a short time later and assisted with the visit.
4	
5	The investigation consisted of LPA taking a tour of facility, including random rooms, interviewing six (6)
6	staff S#1 – S#6, ten (10) residents R#1 – R#10, reviewing and obtaining staff and resident roosters, R1
7	face sheet, medication administration record, medication list, and physician’s report, R1 doctor order for
8	SNF
9	
10	The investigation revealed the following regarding allegation: Staff inappropriately administered resident's
11	medication. It is alleged that facility staff would force R1 to wake up in the middle of the night to take R1
12	pain medications.
13	
	(continued on 9099C)

Unsubstantiated	Estimated Days of Completion:

SUPERVISORS NAME: Lisa Hicks
LICENSING EVALUATOR NAME: Alberto Lopez
LICENSING EVALUATOR SIGNATURE:
DATE: 06/30/2026

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

FACILITY REPRESENTATIVE SIGNATURE:
DATE: 06/30/2026

This report must be available at Child Care and Group Home facilities for public review for 3 years.

NARRATIVE

(continued from 9099)

LPA interviewed six (6) staff and six (6) of six (6) staff denied the allegations. One staff member stated that staff would enter resident's room in the early morning hours after knocking on resident's door to administer resident's medication. Staff stated staff were asked by resident to enter resident's room to administer resident's medication in the early morning hours. One former staff member stated that the facility was instructed by the resident to enter resident's room and administer resident's medication in the early morning hours. Staff stated resident would change mind often and get angry at staff if staff did not administer resident's pain medication during the middle of the night. LPA interviewed ten (10) residents and nine (9) of (10) residents could not corroborate the allegations. There is not enough evidence to substantiate this allegation.

Allegation: Staff did not provide resident with 30-day eviction. It is alleged that facility illegally evicted resident from facility.

Resident has resided at Savant of Alhambra since 12/11/2024. On 10/09/2025 resident was allegedly angry and threatening staff. Staff called the Los Angeles County psychiatric team and was sent to Los Angeles Downtown Medical Center and placed on a 5150 psychiatric hold. A few days later a staff member was sent to skilled nursing facility (SNF) (Green Acres) to reassess resident to admit resident back to facility and staff determined resident required a higher level of care. On 10/28/2025, staff went to the SNF per resident's request to provide resident's personal belongings. During the visit, resident signed Acknowledgement of Discharge form dated 10/28/2025. That document shows resident vacating self from facility while acknowledging receipt of resident's belongings. A staff member stated that the SNF could not accept the belongings of resident due to space and facility took resident's belongings back to facility and then to storage facility. On 01/09/2026, resident's relative acknowledged all of resident's remaining belongings were received and signed a document dated 01/09/2026. Resident has remained at SNF since resident was placed on 5150 holds back on 10/09/2025. At the time of this report, the resident continues to reside in the SNF. This is evidence that the resident requires higher level of care. The evidence shows that facility cannot readmit resident since resident requires higher level of care. This is also documented by resident's doctor. There is not enough evidence to substantiate this allegation.

Allegation: Staff did not provide resident with records. It is alleged that facility will not provide resident's X-ray images taken of his ankle and leg. **(continued on 9099C)**

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NARRATIVE

(continued from 9099C)

LPA interviewed six (6) staff and six (6) of six (6) staff denied the allegations. LPA interviewed ten (10) residents and nine (9) of (10) residents could not corroborate the allegations. Several staff stated that the facility provided resident with every document they had of resident and that resident signed a form on 01/09/2026 acknowledging that resident received all resident's personal belongings. Several staff stated that X-ray images should be requested to the place they were completed at. Staff stated they never had any resident's Cray images in their possession. There is not enough evidence to substantiate this allegation.

Allegation: **Staff did not provide a comfortable environment for resident.** It is alleged that staff did not provide comfortable environment at facility by allowing other residents to make noise by resident's room.

LPA interviewed six (6) staff and six (6) of six (6) staff denied the allegations. LPA interviewed ten (10) residents and nine (9) of (10) residents could not corroborate the allegations. Resident stated that in the morning hours resident would be awaken due to the noise of other resident's wheelchairs as they prepared to go to the dining hall for breakfast or to begin their day. LPA inspected both rooms that resident had stayed at and the residents of those rooms stated they do not hear any disturbing sounds or noises and are happy residing at facility. There is not enough evidence to support this allegation.

Based on interviews with staff and residents and records review, the information obtained during the investigation is insufficient to support the 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.**

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