

# Department of SOCIAL SERVICES

Community Care Licensing

## FACILITY EVALUATION REPORT

Facility Number: 300600977  
Report Date: 03/27/2026  
Date Signed: 03/27/2026 02:36:35 PM

Document Has Been Signed on 03/27/2026 02:36 PM - It Cannot Be Edited

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 770 THE CITY DR., SUITE 7100 ORANGE, CA 92868
--	---

FACILITY NAME: TOWN & COUNTRY	FACILITY NUMBER: 300600977
ADMINISTRATOR/SARA MODUGNO	FACILITY TYPE: 741
DIRECTOR:	TELEPHONE: (714) 547-7581
ADDRESS: 555 E. MEMORY LANE	ZIP CODE: 92706
CITY: SANTA ANA	STATE: CA
CAPACITY: 328	CENSUS: 108
TYPE OF VISIT: Case Management - Incident	DATE: 03/27/2026
	UNANNOUNCED TIME VISIT/INSPECTION: 12:50 PM
	BEGAN: TIME VISIT/INSPECTION: 02:55 PM
MET WITH: Calvin Groweneg	COMPLETED:

### NARRATIVE

1 Licensing Program Analyst (LPA) Kimberly Lyman conducted an unannounced case management visit  
2 to follow up on SOC 341's submitted to the department on 02/05/2026 as well as an incident report. LPA  
3 was greeted and granted entry into the facility and explained the reason for the visit.  
4

5 SOC 341 dated 02/05/2026 indicated a caregiver had noticed bruising and bleeding on Resident 1(R1).  
6 Upon reviewing video surveillance it was determined that S1 had been rough with the resident. LPA  
7 reviewed the video footage and observed the staff being rough with the resident.  
8

9 SOC 341 dated 02/05/2026 indicated a caregiver had witnessed S1 being aggressive with R2. Video  
10 surveillance confirmed the staff was aggressive with the resident. LPA reviewed the video footage and  
11 observed the staff being aggressive with the resident.  
12 S1 was terminated effective 02/05/2026 and law enforcement was notified. LPA obtained the video  
13 surveillance during the visit.  
14

15 Incident report dated 03/14/2026 indicated medications were being passed in R3 and R4's room. R3  
16 became ill and vomited. While assisting resident, caregiver put R3's medications down unsupervised  
17 and R4 consumed seven medications prescribed to R3. Normal protocol is for caregiver to pop the pills  
18 and hand to the resident and this protocol was not followed during this incident.  
19

20 Based on the observations made during today's visit, deficiencies are being cited per Title 22 Division 6  
21 of the California Code of Regulations. This report was discussed with the facility representative and a  
22 copy was provided as well as appeal rights.  
23  
24  
25

NAME OF LICENSING PROGRAM MANAGER: Alisa Ortiz  
NAME OF LICENSING PROGRAM ANALYST: Kimberly Lyman

**LICENSING PROGRAM ANALYST SIGNATURE:**


DATE: 03/27/2026

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

**FACILITY REPRESENTATIVE SIGNATURE:**


DATE: 03/27/2026

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

**FACILITY EVALUATION REPORT** California law requires a public report of each licensing visit/inspection. This report is a record for the facility and the licensing agency. This report is available for public review; therefore, care is taken not to disclose personal or confidential information. Inquiries concerning the location, maintenance, and contents of these reports may be directed to the Licensing Program Analyst or Regional Office whose address and telephone number are listed on the front of this form.

**DEFICIENCIES** A deficiency is an instance of noncompliance with licensing requirements, including applicable statutes, regulations, interim licensing standards, operating standards, and written directives. Applicants/ licensees must be notified in writing of all licensing deficiencies. Deficiencies are listed on the left side of this form, and the applicable licensing requirement upon which the deficiency is identified. There are two types of deficiencies:

- Type A deficiencies are violations of licensing requirements that, if not corrected, have a direct and immediate risk to the health, safety, or personal rights of persons in care.
- Type B deficiencies are violations of licensing requirements that, without correction, could become a risk to the health, safety, or personal rights of persons in care, a recordkeeping violation that could impact the care of said persons and/or protection of their resources, or a violation that could impact those services required to meet the needs of persons in care.

**PLANS OF CORRECTION (POCs)** The licensing agency is required to establish a reasonable length of time to correct a deficiency. In order to set the time, the licensing agency must take into consideration the seriousness of the violation, the number of persons in care involved, and the availability of equipment and personnel necessary to correct the violation. Applicants/licensees are requested to provide a specific plan for each violation on the right side of the form across from each deficiency. The more specific the plan, the less chance exists for any misunderstanding in setting time limits and reviewing corrections. The applicant/licensee who encounters problems beyond their control in completing the corrections within the specified time frame may request and may be granted an extension of the correction due date by the licensing agency.

**CORRECTION NOTIFICATION** The applicant/licensee is responsible for completing all corrections and promptly notifying the licensing agency of corrections. Applicants/licensees are advised to keep a dated copy of any correspondence sent to the licensing agency concerning corrections, or if corrections are telephoned to the licensing agency, the date, person contacted, and information given.

**CIVIL PENALTIES** The licensing agency is required by law to issue a Penalty Notice, when applicable, to all facilities holding a license issued by the licensing agency, or subject to licensure, except Certified Family Homes, Resource Families, and Foster Family Homes, or any governmental entity.

**PENALTY NOTICE GIVEN** The statement concerning civil penalties serves as a penalty notice on this Licensing Report and failure to correct cited licensing deficiencies will result in civil penalties. Applicants/ licensees are required to pay civil penalties when administrative appeals have been exhausted and in accordance with any payment arrangements made with the licensing agency.

**APPEAL RIGHTS** The applicant/licensee has a right without prejudice to discuss any disagreement in this report with the licensing agency concerning the proper application of licensing requirements. The applicant/ licensee may request a formal review by the licensing agency to amend or dismiss the notice of deficiency and/ or civil penalty. Requests for review shall be made in writing within 15 business days of receipt of a deficiency notification or civil penalty assessment. Licensing deficiencies may be appealed pursuant to the procedures in the LIC 9058 Applicant/Licensee Rights.

**AGENCY REVIEW** The licensing agency review of an appeal may be conducted based upon information provided in writing by the applicant/licensee. The applicant/licensee may request an office meeting to provide additional information. The applicant/licensee will be notified in writing of the results of the agency review within 60 business days of the date when all necessary information has been provided to the licensing agency.

**EMAIL REQUIREMENT** Adult Community Care Facilities, Residential Care Facilities for the Chronically Ill, and Residential Care Facilities for the Elderly are required to provide and maintain an active email address of record with the licensing agency.

**Document Has Been Signed on 03/27/2026 02:36 PM - It Cannot Be Edited**

**Created By: Kimberly Lyman On 03/27/2026 at 02:10 PM**  
**Link to Parent Document Below:**

<p>STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY</p> <p><b>FACILITY EVALUATION REPORT (Cont)</b></p>	<p>CALIFORNIA DEPARTMENT OF SOCIAL SERVICES          COMMUNITY CARE LICENSING DIVISION          , 770 THE CITY DR., SUITE 7100          ORANGE, CA 92868</p>
---	--

**FACILITY NAME:** TOWN & COUNTRY

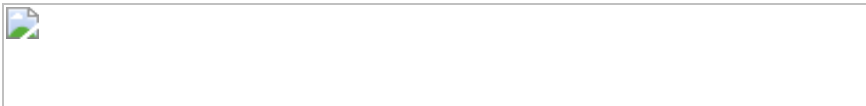
**FACILITY NUMBER:** 300600977

**DEFICIENCY INFORMATION FOR THIS PAGE:**

**VISIT DATE:** 03/27/2026

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Type A 03/28/2026 <b>Section Cited</b> CCR 87468.1(a)(1)	1 Residents in all residential care facilities 2 for the elderly shall have all of the 3 following personal rights: 4 To be accorded dignity in their personal 5 relationships with staff, residents, and 6 other persons. This req is not met as 7 evidenced by:	1 Licensee to conduct an in-service on 2 personal rights and forward proof to 3 LPA by POC due date. 4 5 6 7
	8 Based on record review and interviews 9 conducted, Licensee failed to ensure 10 residents are afforded dignity in care. 11 S1 was rough with R1 and R2 which 12 poses an immediate health and safety 13 risk to residents in care. (video 14 surveillance obtained).	
Type A 03/28/2026 <b>Section Cited</b> CCR87464(f)(1)	1 Basic services shall at a minimum 2 include: Care and supervision as 3 defined in Section 87101(c)(3) and 4 Health and Safety Code section 5 1569.2(c). This req is not met as 6 evidenced by: 7	1 Licensee to conduct a medication in- 2 service and forward proof to LPA by 3 POC due date. 4 5 6 7
	8 Based on interviews conducted, 9 Licensee failed to ensure basic services 10 were provided to resident. R4 took 11 seven of R3's medications once they 12 were unsupervised by caregiver. This 13 poses an immediate health and safety 14 risk to residents in care.	

**Failure to correct the cited deficiency(ies), on or before the Plan of Correction (POC) due date, may result in a civil penalty assessment.**

<b>NAME OF LICENSING PROGRAM</b>	Alisa Ortiz
<b>MANAGER:</b>	
<b>NAME OF LICENSING PROGRAM</b>	Kimberly Lyman
<b>ANALYST:</b>	
<b>LICENSING PROGRAM ANALYST SIGNATURE:</b>	
	<b>DATE:</b> 03/27/2026

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 03/27/2026