

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 306001848

Report Date: 07/01/2025

Date Signed: 07/01/2025 03:12:30 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION ORANGE COUNTY RO, 770 THE CITY DR., SUITE 7100 ORANGE, CA 92868
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **03/05/2024** and conducted by Evaluator Fred Arias

	COMPLAINT CONTROL NUMBER: 22-AS-20240305134345
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FACILITY NAME: PACIFICA ROYALE ASSISTED LIVING COMMUNITY	FACILITY NUMBER: 306001848
ADMINISTRATOR: EDWARD MASLOBODSKY	FACILITY TYPE: 740
ADDRESS: 15022 PACIFIC ST.	TELEPHONE: (714) 892-4446
CITY: MIDWAY CITY	ZIP CODE: 92655
CAPACITY: 132	DATE: 07/01/2025
MET WITH: Edward Maslobodsky	UNANNOUNCED TIME BEGAN: 08:35 AM
	TIME COMPLETED: 12:00 PM

ALLEGATION(S):

1	Staff bathed a resident with cold water causing the resident pain.
2	Staff made inappropriate comments to a resident.
3	Staff did not treat a resident with dignity and respect.
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Fred Arias conducted an unannounced complaint visit to continue an
2	investigation into the above allegations. LPA was greeted and granted entry into the facility and explained
3	the reason for the visit. An initial investigation visit was conducted on March 14, 2024 by LPA Celine
4	Rodriguez. During the visit, LPA Rodriguez toured the physical plant of the facility, conducted interviews,
5	and requested copies of pertinent records reviewed.
6	
7	It was alleged staff bathed a resident with cold water causing the resident pain, staff made inappropriate
8	comments to a resident and staff did not treat a resident with dignity and respect. During the
9	investigation, LPA Arias conducted interviews with residents in care and staff. LPA Arias reviewed records
10	obtained.
11	
12	The investigation determined as follows: Regarding the allegation staff bathed a resident with cold water
13	causing the resident pain, it was reported staff used cold water while bathing resident that caused pain in their legs.
	Continued on LIC9099-C dated 07/01/2025

SUPERVISORS NAME: Alisa Ortiz

LICENSING EVALUATOR NAME: Fred Arias

LICENSING EVALUATOR SIGNATURE:

DATE: 07/01/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 07/01/2025

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 22-AS-20240305134345

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
ORANGE COUNTY RO, 770 THE CITY DR., SUITE 7100
ORANGE, CA 92868

COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: PACIFICA ROYALE ASSISTED LIVING COMMUNITY

FACILITY NUMBER: 306001848

VISIT DATE: 07/01/2025

NARRATIVE

1 LPA interviews with four out of five residents stated they had no issues with assistance with showers
2 from staff. Four out of five residents stated staff always wait until the water is warm enough before
3 placing resident in the shower. One out of five residents stated they were once placed in the shower first
4 and then the water was turned on with the shower head pointing to the side, causing cold water to
5 splash from against the wall onto their body causing pain. LPA interviews with three out of three staff
6 stated it is standard to turn on the water and adjust the temperature before placing the resident in the
7 shower but sometimes the procedure varies based on the preference and needs of the resident. Three
8 out of three staff stated showers are never given with cold water. One out of three staff stated water
9 temperatures can vary at times depending on water usage in nearby bathrooms.

11 Regarding the allegation staff made inappropriate comments to a resident, it was reported staff called a
12 resident a "baby" and was told "don't be a baby" during a shower. LPA interviews with four out of five
13 residents stated staff have never made inappropriate comments towards them. One out of four residents
14 stated they were told "don't be a baby" during a shower. LPA interviews with three out of three staff
15 stated they have never made inappropriate comments to residents. One out of three staff added any
16 complaints about inappropriate comments would be addressed immediately.

18 Regarding the allegation staff did not treat a resident with dignity and respect, it was reported a staff
19 member is dismissive and exhibits gossiping behaviors about a resident. LPA interviews with five out of
20 five residents stated they are unaware of any dismissive or gossiping behaviors by staff. LPA interviews
21 with three out of three staff denied any dismissive or gossiping behaviors.

23 LPA record review for two staff present revealed they have received mandatory reporting requirements
24 training.

27 Therefore based on client interviews, staff interviews, records observed, and LPA observations, the
28 allegations of staff bathed a resident with cold water causing the resident pain, staff made inappropriate
29 comments to a resident, and staff did not treat a resident with dignity and respect are therefore deemed
30 unsubstantiated meaning that although the allegations may have happened or are valid, there is not a
31 preponderance of the evidence to prove that the alleged violations occurred.

32 An exit interview was conducted and a copy of the report was left with the facility representative.

SUPERVISORS NAME: Alisa Ortiz

LICENSING EVALUATOR NAME: Fred Arias

LICENSING EVALUATOR SIGNATURE:

DATE: 07/01/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 07/01/2025