

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 306005223

Report Date: 02/19/2026

Date Signed: 02/19/2026 02:41:45 PM

Substantiated

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 **10/21/2022** and conducted by Evaluator Jessica Cho

PUBLIC	COMPLAINT CONTROL NUMBER: 22-AS-20221021140107
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FACILITY NAME: SUNNYCREST SENIOR LIVING	FACILITY NUMBER: 306005223
ADMINISTRATOR: SARAH CLEESSEN	FACILITY TYPE: 740
ADDRESS: 1925 SUNNY CREST DRIVE	TELEPHONE: (714) 992-1999
CITY: FULLERTON	STATE: CA ZIP CODE: 92835
CAPACITY: 210	CENSUS: 113 DATE: 02/19/2026
MET WITH: Monica Aguirre- Assistant Executive Director	UNANNOUNCED TIME BEGAN: 07:30 AM
	TIME COMPLETED: 03:05 PM

ALLEGATION(S):

1	Residents are not being provided adequate food service.
2	Residents are being left in soiled diapers for an extended amount of time.
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INVESTIGATION FINDINGS:

1	On February 19, 2026, Licensing Program Analyst (LPA) made an unannounced subsequent visit for the purpose of continuing the investigation into the above allegations. LPA was greeted by Medication
2	Technician Rebecca Ramos and explained the reason for the visit. LPA met with Assistant Executive
3	Director (AED) Monica Aguirre approximately 10am. During the course of the investigation, LPA
4	interviewed eight staff and nine residents, however LPA was unable to obtain a statement for one
5	resident. LPA obtained the following documentation for review: Resident/Personnel Rosters, Face
6	sheets, Physician's Reports, Care Plans, and dining menu.
7	
8	
9	The investigation is as follows: Regarding the allegation, Residents are not being provided adequate food
10	service, it is alleged that residents have not been fed or not fed in a timely manner having residents to
11	wait for hours. LPA observed one meal service in the dining room on February 19, 2026 approximately
12	7:40am. Residents were served on time with a wait time of approximately 5-10 minutes after residents
13	were seated.

Substantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Lourdes Montoya
LICENSING EVALUATOR NAME: Jessica Cho
LICENSING EVALUATOR SIGNATURE:

DATE: 02/19/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 02/19/2026

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 3

Control Number 22-AS-20221021140107

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: SUNNYCREST SENIOR LIVING

FACILITY NUMBER: 306005223

DEFICIENCY INFORMATION FOR THIS PAGE:

VISIT DATE: 02/19/2026

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Type B 03/06/2026 Section Cited CCR 8755(b)(18)	1 9877 General Food Service 2 Requirements (b) The following food 3 service requirements shall apply: (18) 4 Sufficient food service personnel shall 5 be employed, trained and their working 6 hours scheduled to meet the needs of 7 residents. 7 This requirement was not met as evidenced by:	1 AED will forward poof of server 2 schedule and will submit a plan 3 addressing server call-outs to LPA by 4 POC due date. 5 6 7
	8 Based on interviews, ED confirmed the 9 delay in food service due to staff 10 turnover also corroborated by four out 11 of eight residents/staff which poses a 12 potential Health, Safety, and/or 13 Personal Rights risk to persons in care. 14	8 9 10 11 12 13 14
Type B 03/06/2026 Section Cited CCR 87464(f)(2)	1 87464 Basic Services (f) Basic services 2 shall at a minimum include: (2) Safe 3 and healthful living accommodations 4 and services... 5 This requirement was not met as 6 evidenced by: 7	1 AED will forward a plan to mitigate 2 diaper change delays which will also 3 include a diaper change schedule log to 4 track completion times to LPA by POC 5 due date. 6 7
	8 Based on interviews, six of eight 9 residents and three of eight staff 10 confirmed the delay in diapers changes 11 which poses a potential Health, Safety, 12 and/or Personal Rights risk to persons 13 in care. 14	8 9 10 11 12 13 14

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

SUPERVISORS NAME: Lourdes Montoya
LICENSING EVALUATOR NAME: Jessica Cho
LICENSING EVALUATOR SIGNATURE:

DATE: 02/19/2026

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 02/19/2026

LIC9099 (FAS) - (06/04)

Page: 2 of 3

Control Number 22-AS-20221021140107

**COMPLAINT INVESTIGATION REPORT
(Cont)****FACILITY NAME:** SUNNYCREST SENIOR LIVING**FACILITY NUMBER:** 306005223**VISIT DATE:** 02/19/2026**NARRATIVE**

1 LPA observed residents were served based on the dining menu which was chorizo scrambled eggs with
2 toast or hot or cold cereal. Based on the interviews, four out of eight residents and four out of eight staff
3 confirmed the delay in meal service. Three out of the four residents who confirmed the allegation were
4 interviewed in October 2022. The three residents indicated that the wait time in the dining room in 2022
5 was approximately 1-2 hours due to staff shortages which was also confirmed by Executive Director
6 Melanie Washington.

7
8 Regarding the allegation, Residents are being left in soiled diapers for an extended amount of time, it is
9 alleged that the residents are left in soiled diapers for hours. Based on the interviews, six of eight
10 residents and three of eight staff confirmed the delay. Six residents reported waiting to get changed 30-
11 45 minutes after the pendant was pressed with one of the six residents reported waiting 3 hours.

12
13 The investigation revealed that the staff turnover caused delays in serving food on or approximately
14 October 2022 and the wait time for diaper changes would range between 30-45 minutes.

15
16 Therefore, based on LPA's observations, interviews which were conducted, and the records that were
17 reviewed, the preponderance of evidence standard has been met, therefore the following allegations,
18 Residents are not being provided adequate food service and Residents are being left soiled in diapers
19 for an extended amount of time are deemed SUBSTANTIATED. Deficiencies are being cited on the
20 attached LIC9099-D.

21
22
23 An exit interview was conducted with Assistant Executive Director Monica Aguirre, and a copy of this
24 report including the appeal rights were provided at exit.

SUPERVISORS NAME: Lourdes Montoya**LICENSING EVALUATOR NAME:** Jessica Cho**LICENSING EVALUATOR SIGNATURE:****DATE:** 02/19/2026**I acknowledge receipt of this form and understand my licensing appeal rights as explained and
received.****FACILITY REPRESENTATIVE SIGNATURE:****DATE:** 02/19/2026