

Department of  
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 306005513  
Report Date: 08/18/2026  
Date Signed: 08/18/2026 11:01:30 AM

Unsubstantiated

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

This is an official report of an unannounced visit/investigation of a complaint received in our office on 08/13/2026 and conducted by Evaluator Joseph Alejandro

|        |                                                |
|--------|------------------------------------------------|
| PUBLIC | COMPLAINT CONTROL NUMBER: 22-AS-20260813155504 |
|--------|------------------------------------------------|

|                |                                     |                         |                |
|----------------|-------------------------------------|-------------------------|----------------|
| FACILITY NAME: | CARMEL VILLAGE RETIREMENT COMMUNITY | FACILITY NUMBER:        | 306005513      |
| ADMINISTRATOR: | MANDY TAYLOR                        | FACILITY TYPE:          | 740            |
| ADDRESS:       | 17077 SAN MATEO                     | TELEPHONE:              | (714) 962-6667 |
| CITY:          | FOUNTAIN VALLEY                     | ZIP CODE:               | 92708          |
| CAPACITY:      | 220                                 | DATE:                   | 08/18/2026     |
|                | STATE: CA                           | UNANNOUNCED TIME BEGAN: | 08:28 AM       |
|                | CENSUS: 184                         | TIME                    |                |
| MET WITH:      | Mandy Taylor                        | COMPLETED:              | 11:15 AM       |

ALLEGATION(S):

|   |                                                                  |
|---|------------------------------------------------------------------|
| 1 | Resident is not provided with a comfortable living accommodation |
| 2 |                                                                  |
| 3 |                                                                  |
| 4 |                                                                  |
| 5 |                                                                  |
| 6 |                                                                  |
| 7 |                                                                  |
| 8 |                                                                  |
| 9 |                                                                  |

INVESTIGATION FINDINGS:

|    |                                                                                                             |
|----|-------------------------------------------------------------------------------------------------------------|
| 1  | Licensing Program Analyst (LPA) Joseph Alejandro made an unannounced visit to conduct the required          |
| 2  | 10-day visit to begin the investigation into the allegation listed above. LPA met with Executive Director   |
| 3  | Mandy Taylor and explained the reason for the visit. The investigation into the allegation, Resident is not |
| 4  | provided with a comfortable living accommodation, revealed the following. It was reported that Resident 1   |
| 5  | (R1) did not have a comfortable living environment because of neighbors making loud noises which            |
| 6  | made it difficult for R1 to sleep. LPA interviewed the Executive Director who reported no complaints have   |
| 7  | been made regarding any resident not having a comfortable living accommodation or any unauthorized          |
| 8  | visitors harassing residents. LPA interviewed 3 neighbors of R1 who denied making any loud noises. LPA      |
| 9  | interviewed 3 staff members who reported no one has complained to them about loud noises or visitors.       |
| 10 | R1 declined to be interviewed. There is no evidence to support the allegation. Based on the evidence        |
| 11 | gathered the allegation is unsubstantiated, meaning that although the alleged violation may have            |
| 12 | happened or is valid there is not a preponderance of evidence to prove the alleged violation occurred. An   |
| 13 | exit interview was conducted and a copy of the report provided.                                             |

|                 |                               |
|-----------------|-------------------------------|
| Unsubstantiated | Estimated Days of Completion: |
|-----------------|-------------------------------|

|                                                                                                         |                         |
|---------------------------------------------------------------------------------------------------------|-------------------------|
| <b>SUPERVISORS NAME:</b> Sheila Santos                                                                  |                         |
| <b>LICENSING EVALUATOR NAME:</b> Joseph Alejandro                                                       |                         |
| <b>LICENSING EVALUATOR SIGNATURE:</b>                                                                   | <b>DATE:</b> 08/18/2026 |
| I acknowledge receipt of this form and understand my licensing appeal rights as explained and received. |                         |
| <b>FACILITY REPRESENTATIVE SIGNATURE:</b>                                                               | <b>DATE:</b> 08/18/2026 |