

Department of SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 306005837

Report Date: 11/04/2025

Date Signed: 11/04/2025 02:26:06 PM

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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 EVALUATION REPORT	

FACILITY NAME:	ORCHARDS ASSISTED LIVING, THE	FACILITY NUMBER:	306005837
ADMINISTRATOR/CONK, KELLY		FACILITY TYPE:	740
DIRECTOR:		TELEPHONE:	(949) 443-8900
ADDRESS:	1 AMISTAD DRIVE	ZIP CODE:	92694
CITY:	RANCHO MISSION VIEJO	STATE:	CA
CAPACITY:	90	CENSUS:	51
TYPE OF VISIT:	Required - 1 Year	DATE:	11/04/2025
		UNANNOUNCED TIME VISIT/INSPECTION	07:45 AM
		BEGAN:	
MET WITH:	Amy Cole and Jamie Mullin	TIME VISIT/INSPECTION	02:45 PM
		COMPLETED:	

NARRATIVE

1 Licensing Program Analyst (LPA) Kimberly Lyman conducted an unannounced visit to Orchards Assisted
2 Living. The purpose of today's visit was to conduct the Annual Required inspection. LPA was allowed
3 entry into the facility and explained the reason for the visit. Facility is licensed for 90 non-ambulatory
4 residents. Facility has an approved hospice waiver for 6 residents and the facility currently has 1
5 resident on hospice care. Kelly Conk has an administrator certificate expiring on 06/17/2026.
6
7 LPA Lyman along with Reata Glen Resident Services Director Marirose Kendall toured the facility at
8 8:38 AM. Special Projects Consultant Amy Cole joined the tour in progress. LPA toured the physical
9 plant, checked food service, facility records and the first aid kit. Facility appears to be clean, safe, and
10 sanitary. Facility consists of two stories housing assisted living and memory care units, multiple outside
11 areas, two dining rooms, beauty salon, fitness area, media room and activity areas. Resident
12 apartments had the required furniture, bed linens and closet/drawer space to accommodate each
13 resident comfortably. LPA observed two residents with half bed rails. Resident restrooms were checked.
14 Toilets and water faucets worked properly, grab bars were secure and shower was free of mold/mildew.
15 Water temperature measured between 106.5 and 109.9 degrees F in facility restrooms. Resident bath
16 towels, toiletries and personal hygiene supplies were adequately stocked at time of visit. Staff
17 responded within 1 minute for emergency pull. Common areas were clean and clear of hazards,
18 doorways were free of obstructions. First aid kit had all the required elements including tweezers,
19 thermometer, and scissors. LPA observed cleaning supplies are secured. Kitchen was inspected.
20 Perishable and non-perishable food supply was checked and adequately stocked at time of visit. Facility
21 is keeping a log of freezer/ refrigerator temperatures and all were in range. Smoke detectors and fire
22 inspections are conducted quarterly by an outside company, Dyna Electric with the last inspection date
23 on 09/25/2025. CONTINUED ON LIC 809C DATED 11/04/2025.
24
25

NAME OF LICENSING PROGRAM MANAGER: Alisa Ortiz

NAME OF LICENSING PROGRAM ANALYST: Kimberly Lyman

LICENSING PROGRAM ANALYST SIGNATURE:


DATE: 11/04/2025

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

FACILITY REPRESENTATIVE SIGNATURE:


DATE: 11/04/2025

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.

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

FACILITY NUMBER: 306005837

VISIT DATE: 11/04/2025

NARRATIVE	
<p>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32</p>	<p>Fire extinguishers are fully charged. LPA observed evacuation chairs at stairwells. LPA toured the outside grounds and there is ample shaded seating for residents in patio areas. LPA observed ample emergency food and water. LPA reviewed the emergency disaster plan and infection control plan during the visit. Plans are thorough and complete. Facility conducts quarterly emergency drills with the last drill conducted on 09/30/2025. Facility provides activities in the form of games, exercise, and outings in the community. LPA observed residents relaxing or dining during the visit. LPA spoke with residents during the visit who stated satisfaction with facility services and verbalized feeling safe. LPA observed no health or safety concerns during the visit.</p> <p>LPA reviewed select resident and staff files. Resident files contained required documents including admission agreements, current physician reports, physician orders for bed rails as indicated and resident appraisals. Staff files reviewed contained required documentation such as health screen/TB, and criminal record clearance. Six out of six staff do not have complete required annual training. LPA observed medication storage and administration. Medications are stored in locked medication carts and medications appear to be administered per physician order.</p> <p>Based on the observations made during today's visit, deficiency is being cited per Title 22 Division 6 of the California Code of Regulations. This report was discussed with the facility representative and a copy was provided as well as appeal rights.</p>

NAME OF LICENSING PROGRAM MANAGER: Alisa Ortiz	
NAME OF LICENSING PROGRAM ANALYST: Kimberly Lyman	
LICENSING PROGRAM ANALYST SIGNATURE:	
	DATE: 11/04/2025

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

FACILITY REPRESENTATIVE SIGNATURE:	
	DATE: 11/04/2025

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Created By: Kimberly Lyman On 11/04/2025 at 01:54 PM
Link to Parent Document Below:

FACILITY EVALUATION REPORT (Cont)

FACILITY NAME: ORCHARDS ASSISTED LIVING, THE
DEFICIENCY INFORMATION FOR THIS PAGE:

FACILITY NUMBER: 306005837
VISIT DATE: 11/04/2025

DEFICIENCIES & PLANS OF CORRECTION (POCs)

	Type B	Section Cited	HSC	1569.625(b)(2)	
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Other Provisions

(2) In addition to paragraph (1), training requirements shall also include an additional 20 hours annually, eight hours of which shall be dementia care training, as required by subdivision (a) of Section 1569.626, and four hours of which shall be specific to postural supports, restricted health conditions, and hospice care, as required by subdivision (a) of Section 1569.696. This training shall be administered on the job, or in a classroom setting, or both, and may include online training.

This requirement is not met as evidenced by:

Deficient Practice Statement

1 Based on record review, the licensee did not comply with the section cited above in six out of six staff
 2 who do not have required annual training which poses a potential health, safety or personal rights risk to
 3 persons in care.
 4

POC Due Date: 11/18/2025

Plan of Correction

1 Please conduct training and forward proof to LPA by POC due date.
 2
 3
 4

		Section Cited			
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Deficient Practice Statement


1
 2
 3
 4

POC Due Date:

Plan of Correction

1
 2
 3
 4

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

NAME OF LICENSING PROGRAM Alisa Ortiz
MANAGER:
NAME OF LICENSING PROGRAM Kimberly Lyman
ANALYST:
LICENSING PROGRAM ANALYST SIGNATURE:
 **DATE:** 11/04/2025

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

FACILITY REPRESENTATIVE SIGNATURE:
 **DATE:** 11/04/2025