

Department of SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 306006195
Report Date: 03/19/2026
Date Signed: 03/19/2026 04:54:49 PM

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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
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FACILITY NAME:	WESTMINSTER TERRACE	FACILITY NUMBER:	306006195
ADMINISTRATOR/DIRECTOR:	CARMEN GALICIA	FACILITY TYPE:	740
ADDRESS:	7571 WESTMINSTER BLVD	TELEPHONE:	(714) 891-6608
CITY:	WESTMINSTER	STATE:	CA
CAPACITY:	152	ZIP CODE:	92683
TYPE OF VISIT:	Case Management - Incident	CENSUS:	116
		DATE:	03/19/2026
		UNANNOUNCED TIME VISIT/INSPECTION BEGAN:	03:00 PM
MET WITH:	Carmen Galicia	TIME VISIT/INSPECTION COMPLETED:	04:15 PM

NARRATIVE	
1	Licensing Program Analyst (LPA) Michael Tea conducted a case management visit to follow up on an
2	incident report received by Community Care Licensing (CCL) on March 4, 2026, submitted by Wellness
3	Director (WD) Veronica Mata. LPA was greeted and granted entry by Executive Director (ED) Carmen
4	Galicia, and the purpose of the visit was explained.
5	
6	During the visit, LPA toured the facility with ED Galicia and inspected Resident 1's (R1) room. R1's
7	personal belongings remained in place, and the facility reported that no items had been moved or
8	disturbed. LPA conducted a health and safety check of the facility and observed no immediate hazards.
9	
10	Facility staff reported that R1 eloped from the facility and has stated they do not wish to return. The
11	facility followed elopement protocol by contacting local law enforcement to report R1 as missing. Staff
12	further stated they were unaware of R1's prior history of elopement at a previous assisted living facility
13	until informed by R1's family after the incident. Documentation reviewed, including R1's physician's
14	report, indicates that R1 is not permitted to leave the facility unassisted.
15	
16	Based on LPA's observations, record review, and interviews, the facility failed to provide adequate
17	supervision, resulting in R1 leaving the facility unassisted.
18	
19	A deficiency is being cited in accordance with California Code of Regulations, Title 22, Section 87464(f)
20	(1). An immediate civil penalty of \$1000 is assessed.
21	
22	An exit interview was conducted with the facility. A copy of this report, along with LIC 809-D and appeal
23	rights, was provided to the facility at the time of the visit.
24	
25	

NAME OF LICENSING PROGRAM MANAGER: Alisa Ortiz
NAME OF LICENSING PROGRAM ANALYST: Michael Tea

LICENSING PROGRAM ANALYST SIGNATURE:**DATE:** 03/19/2026**I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.****FACILITY REPRESENTATIVE SIGNATURE:****DATE:** 03/19/2026**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 III, and Residential Care Facilities for the Elderly are required to provide and maintain an active email address of record with the licensing agency.

LIC809 (FAS) - (09/23)

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Created By: Michael Tea On 03/19/2026 at 04:08 PM
Link to Parent Document Below:

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY FACILITY EVALUATION REPORT (Cont)	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION , 770 THE CITY DR., SUITE 7100 ORANGE, CA 92868
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FACILITY NAME: WESTMINSTER TERRACE

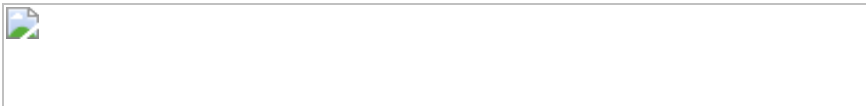
FACILITY NUMBER: 306006195

DEFICIENCY INFORMATION FOR THIS PAGE:

VISIT DATE: 03/19/2026

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Type A 03/20/2026 Section Cited CCR 87464(f)(1)	1 (f) Basic services shall at a minimum 2 include: 3 (1) Care and supervision as defined in 4 Section 87101(c)(3) and Health and 5 Safety Code section 1569.2(c). This 6 requirement was not met as evidence 7 by	1 Facility will provide in-service training 2 and proof of staff written up notice 3 acknowledging elopement and 4 understanding of violation. ED will 5 provide a list of ideas or changes to 6 prevent future elopements due by POC 7 due date to LPA.
	8 Based on LPA's review of records 9 Resident 1 (R1) is unable to leave the 10 facility unassisted and eloped from the 11 facility. This poses an immediate health 12 and safety risk to residents in care. 13 14	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	

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	Michael Tea
ANALYST:	
LICENSING PROGRAM ANALYST SIGNATURE:	
	DATE: 03/19/2026

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 03/19/2026