

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 312700574
Report Date: 08/27/2021
Date Signed: 10/26/2021 08:29:22 AM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 520 COHASSET RD., STE. 170 CHICO, CA 95926
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **07/08/2021** and conducted by Evaluator DeAnna Williams-Lyons

PUBLIC	COMPLAINT CONTROL NUMBER: 25-AS-20210708083425
---------------	---

FACILITY NAME: ANSEL PARK SENIOR LIVING COMMUNITY	FACILITY NUMBER: 312700574
ADMINISTRATOR: BERKELEY, LORI	FACILITY TYPE: 740
ADDRESS: 1200 ORCHID DRIVE	TELEPHONE: (916) 250-0770
CITY: ROCKLIN	STATE: CA ZIP CODE: 95765
CAPACITY: 100	CENSUS: 44 DATE: 08/27/2021
MET WITH: Benjinim Martin, Sales Director	UNANNOUNCED TIME BEGAN: 07:41 AM
	TIME COMPLETED: 12:30 PM

ALLEGATION(S):

1	Staff do not attend to resident's hygiene care needs in a timely manner
2	Residents do not received meals in a timely manner
3	Residents are not assisted with their medication in a timely manner
4	
5	
6	
7	
8	
9	

INVESTIGATION FINDINGS:

1	Amended to change Confidential to Public
2	On August 27, 2021, Licensing Program Analyst, (LPA) DeAnna Williams-Lyons arrived at the facility and
3	met with to deliver complaint investigation. Martin Sales Director Benijmin Martin on findings. Community
4	Care Licensing (CCL) received a complaint allegation stating residents do not received meals in a timely
5	manner, Staff do not attend to resident's hygiene care needs in a timely manner and residents aren't
6	assisted with their medication in a timely manner. During the course of this investigation, LPA conducted
7	interviews with staff and residents, reviewed facility records, staff and resident's records, staff schedules,
8	incident reports, medication logs, and charting notes.
9	
10	Allegation: Residents do not received meals in a timely manner
11	LPA interviewed 5 staff and 4 residents. It was alleged that residents do not receive meals in a timely
12	manner. 5 staff members that were interviewed confirmed that there were some incidents of residents
13	receiving their meals a bit late since Covid-19.
	To continue see 9099-C...

Unsubstantiated

Estimated Days of Completion:

NAME OF LICENSING PROGRAM MANAGER: Laura Munoz

NAME OF LICENSING PROGRAM ANALYST: DeAnna Williams-Lyons

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 08/27/2021

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/27/2021

This report must be available at Child Care and Group Home facilities for public review for 3 years.