

# Department of SOCIAL SERVICES

Community Care Licensing

## COMPLAINT INVESTIGATION REPORT

Facility Number: 317005563  
Report Date: 07/25/2025  
Date Signed: 07/25/2025 02:42:46 PM

**Unfounded**

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SACRAMENTO NORTH ASC, 9835 GOETHE ROAD, SUITE 100 SACRAMENTO, CA 95827
<b>COMPLAINT INVESTIGATION REPORT</b>	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **03/04/2025** and conducted by Evaluator Todd Tryon

	<b>COMPLAINT CONTROL NUMBER: 59-AS-20250304155656</b>
--	---

<b>FACILITY NAME:</b> HAMPSHIRE MANOR INC	<b>FACILITY NUMBER:</b> 317005563
<b>ADMINISTRATOR:</b> CATHY DUSTIN	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 1203 HAMPSHIRE COURT	<b>TELEPHONE:</b> (916) 742-5386
<b>CITY:</b> ROSEVILLE	<b>STATE:</b> CA
<b>CAPACITY:</b> 6	<b>ZIP CODE:</b> 95661
<b>MET WITH:</b> Kim Bao Tram Tran, Staff	<b>CENSUS:</b> 5
	<b>DATE:</b> 07/25/2025
	<b>UNANNOUNCED TIME BEGAN:</b> 02:00 PM
	<b>TIME COMPLETED:</b> 03:00 PM

### ALLEGATION(S):

1	Residents briefs are not changed often enough/some staff "double-diaper".
2	Staff do not receive adequate training to care for residents.
3	Not enough staff to meet resident needs,
4	Insufficient food supply.
5	Residents may run out of medications.
6	Residents may run out of adult briefs/diapers.
7	
8	
9	

### INVESTIGATION FINDINGS:

1	On 7/25/2025 LPA Tryon went to the facility unannounced to complete the complaint. LPA met with staff
2	Kim Bao Tram Tran and spoke with Cathy Dustin by phone. LPA was able to interview one staff member
3	at the visit. Over the course of the complaint, LPA has interviewed the administrator, four staff, toured the
4	facility including common areas, bedrooms, kitchen, bathrooms, storage areas, and garage.
5	Regarding resident briefs, staff related that they change residents on a regular basis, and that they are
6	able to keep them pretty clean and dry overall. LPA only heard of one or two "double-diaper" occasions,
7	which were some time ago. This appears to be going smoothly. Allegation is unfounded.
8	Regarding staff training, all staff interviewed felt that they received plenty of training, and understand their
9	jobs. LPA has reviewed training records. Allegation is unfounded.
10	Regarding there not being enough staff to meet resident needs, staff generally admitted they are very
11	busy, but that overall the residents' needs are met. Allegation is unfounded.
12	Regarding insufficient food supply, LPA has toured the house and reviewed food supplies on at least 2
13	different occasions over a period of months, interviewed staff. There appears to be a good supply of
	fresh, frozen and dry goods in the house, and the administrator does a good job of procuring supplies.
	(cont)

**Unfounded**

**Estimated Days of Completion:**

**NAME OF LICENSING PROGRAM MANAGER:** Troy Ordonez  
**NAME OF LICENSING PROGRAM ANALYST:** Todd Tryon  
**LICENSING PROGRAM ANALYST SIGNATURE:**

**DATE:** 07/25/2025

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 07/25/2025

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 2

**Control Number** 59-AS-20250304155656

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
COMMUNITY CARE LICENSING DIVISION  
SACRAMENTO NORTH ASC, 9835 GOETHE ROAD, SUITE 100  
SACRAMENTO, CA 95827

## COMPLAINT INVESTIGATION REPORT (Cont)

**FACILITY NAME:** HAMPSHIRE MANOR INC

**FACILITY NUMBER:** 317005563

**VISIT DATE:** 07/25/2025

### NARRATIVE

1 Allegation is unfounded,  
2 Regarding the allegation that facility runs out of medications, LPA interviewed staff and viewed  
3 medications and logs. There have only been a few occasions when the home came close to running out  
4 of a medication. LPA learned that these occasions happened generally when a hospice service was late  
5 delivering medications that the facility had already ordered from them. On one occasion the delivery  
6 person had quit, and the home had to follow up. However, overall the home does well at  
7 ordering/reordering medications timely. Allegation is unfounded.  
8 Regarding the allegation that residents may run out of adult briefs/diapers, LPA has interviewed staff  
9 and toured the house. All staff denied running out of briefs. Even if an individual has run short  
10 temporarily, the facility has a very large "house supply" of extra briefs and wipes in various sizes and  
11 types available, stored in the garage. Therefore, if someone runs out, the supplies are requested from  
12 the person responsible for replacing (family members or hospice) there are more than enough extras in  
13 the house to cover until a new supply is obtained for the individual. Allegation is unfounded.  
14  
15 A finding of UNFOUNDED means that the allegation is false, could not have happened, and/or is without  
16 a reasonable basis.  
17  
18 Exit interview conducted.  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32

**NAME OF LICENSING PROGRAM MANAGER:** Troy Ordonez  
**NAME OF LICENSING PROGRAM ANALYST:** Todd Tryon  
**LICENSING PROGRAM ANALYST SIGNATURE:**

**DATE:** 07/25/2025

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 07/25/2025