

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 331800112
Report Date: 08/19/2025
Date Signed: 08/19/2025 03:44:46 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION RIVERSIDE ASC, 1650 SPRUCE ST STE 200 MS29-27 RIVERSIDE, CA 92507
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on 10/04/2023 and conducted by Evaluator Yolanda Delgado

PUBLIC	COMPLAINT CONTROL NUMBER: 18-AS-20231004162605
FACILITY NAME: EMANUEL HOME CARE	FACILITY NUMBER: 331800112
ADMINISTRATOR: POPA, LIDIA D	FACILITY TYPE: 740
ADDRESS: 10820 CALLE BELLA	TELEPHONE: (951) 772-0209
CITY: RIVERSIDE	ZIP CODE: 92503
CAPACITY: 6	DATE: 08/19/2025
	UNANNOUNCED TIME BEGAN: 02:55 PM
MET WITH: Adulfa Garcia, Caregiver	TIME COMPLETED: 04:00 PM

ALLEGATION(S):

1	Neglect/lack of supervision resulting in pressure injury
2	Neglect/lack of supervision resulting in multiple bruises
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Yolanda Delgado conducted a subsequent complaint visit to deliver
2	final findings for the above allegations. During today's visit, LPA Yolanda Delgado met with Adulfa Garcia,
3	Caregiver and explained the reason for the visit.
4	
5	On 10/04/2023, the Riverside Adult and Senior Regional Office (RO) received a complaint regarding
6	allegations of Neglect/Lack of Care to Resident #1 (R1). It was reported that when R1 was admitted to
7	the hospital, R1 was observed to have a Stage 4 pressure injury to the coccyx and multiple bruises
8	throughout R1's body. Medical personnel suspected possible abuse/neglect of R1.
9	
10	According to R1's facility file review, R1 was admitted to the facility on 05/04/2023. According to R1's
11	physician's report, dated 05/03/2023, R1's diagnosis included antiphospholipid syndrome.
12	
13	(Continued on Page 2

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Anthony Perez	
LICENSING EVALUATOR NAME: Yolanda Delgado	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/19/2025
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/19/2025

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 4
Control Number 18-AS-20231004162605

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: EMANUEL HOME CARE	FACILITY NUMBER: 331800112
	VISIT DATE: 08/19/2025

NARRATIVE	
1	(Continued from Page 1)
2	
3	Other conditions noted were mild cognitive impairment (MCI), pressure sores on heel and sacrum,
4	required continuous bed care due to unable to sit/stand, motor impairment/paralysis, and
5	deconditioning. R1 needed assistance with all activities of daily living (ADLs), was considered
6	bedridden, and required assistance with turning or repositioning in bed.
7	
8	A review of medical records revealed that R1 was hospitalized from 04/01/2023 until 05/04/2023. The
9	discharge summary stated R1 was readmitted on 04/01/2023. The discharge summary also
10	documented that R1 had been admitted previously from 02/24/2023 to 03/02/2023 and discharged to a
11	skilled nursing facility. The initial wound care consultation on 04/02/2023 noted the presence of
12	suspected pressure injuries on the left buttock, sacrum, and the left heel (DTI) deep tissue injury. The
13	wound care consultation on 05/04/2023 documented that the pressure injury on the coccyx was at a
14	Stage 3 and the DTI on the left heel was still present.
15	
16	The medical records also revealed R1 was admitted to the hospital on 06/07/2023 and the diagnosis
17	included a pressure injury on the sacrum that was at Stage 4 (muscle, tendon or bone). R1 was
18	discharged on 06/10/2023 with instructions to continue wound care. The medical records further
19	revealed that R1 was seen again at hospital on 08/10/2023 with diagnosis of pressure ulcer of coccyx
20	Stage 4 and admitted from 08/25/2023 to 09/11/2023 with diagnosis of buttock cellulitis.
21	
22	On 10/02/2023, R1 was seen by plastic surgery to evaluate the Stage 4 pressure injury. The wound was
23	cleaned and debrided. Plastic surgery was not done. It was recommended for R1 to be seen at the
24	wound clinic in November 2023 to discuss the possibility of a flap.
25	
26	On 10/03/2023, R1 was admitted to the hospital with an altered level of consciousness. The diagnoses
27	made at the emergency room included gastrointestinal hemorrhage, anemia due to acute blood loss,
28	coagulopathy (a condition in which the ability of blood to coagulate is impaired), UTI, and severe sepsis
29	with organ dysfunction due to UTI. It was also documented that R1 had a Stage 4 sacral pressure injury
30	with no surrounding redness. The nursing note upon admission documented that R1 had multiple
31	bruising throughout R1's body.
32	(Continued on Page 3)

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LIC9099 (FAS) - (06/04) Page: 2 of 4
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COMPLAINT INVESTIGATION REPORT
(Cont)

27
RIVERSIDE, CA 92507

FACILITY NAME: EMANUEL HOME CARE

FACILITY NUMBER: 331800112

VISIT DATE: 08/19/2025

NARRATIVE	
1	(Continued from Page 2)
2	
3	The hospital personnel reported that it was possible that the bruising was a result of neglect.
4	
5	The Nutrition Initial Assessment conducted on 10/04/2023 documented multiple wounds at varying
6	stages throughout her body. There was no mention of bruising.
7	
8	A review of the Home Health Care medical records revealed the start of care assessment was
9	conducted on 05/05/2023 and it documented a small sacral pressure injury. The initial LVN visit, made
10	on 05/09/2023, does not mention the stage of the pressure injury. On 05/27/2023, the LVN documented
11	the sacral pressure injury to be at a Stage 2. By 05/31/2023, the pressure injury was at a Stage 4,
12	measuring 2.6 cm long by 1.6 cm wide and 1.5 cm deep. Instructions were given to caregivers on how
13	to turn R1 every two hours. According to the documentation, the pressure injury stayed at Stage 4 ever
14	since and only grew in size to 6 cm by 08/07/2023. The records also show that R1 was getting daily
15	wound treatment by Home Health nurses September 2023 until 09/20/2023. R1 was then seen every
16	five days until the last treatment on 09/30/2023.
17	
18	On the allegation: Neglect/lack of supervision resulting in pressure injury. The evidence collected during
19	the Department's investigation was not sufficient to substantiate that neglect or lack of care led R1 to
20	develop a Stage 4 pressure injury on R1's coccyx. R1 was admitted to the facility with orders for home
21	health services to treat the wounds. The facility staff also received instructions on pressure injury
22	prevention that included repositioning R1 to relieve pressure off the coccyx. Facility staff stated that they
23	followed these instructions. Even though wound treatment was provided by skilled nurses from the
24	home health agency and the facility staff repositioned R1 every two hours, the pressure injury on the
25	coccyx progressed to a Stage 4 by 05/31/2023 and stayed at Stage 4 until R1 left the facility on
26	10/03/2023. During the time R1 was placed at the facility, R1 was sent to the hospital on four separate
27	occasions to evaluate the pressure injury. R1 was discharged back to the facility each time with orders
28	for home health treatment. Therefore, the allegation is deemed Unsubstantiated at this time.
29	
30	On the allegation: Neglect/lack of supervision resulting in multiple bruises.
31	
32	(Continued on Page 4)

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2	
3	Although the medical records mention the presence of multiple bruises on R1 upon admission at the
4	hospital on 10/03/2023, the evidence was not sufficient to substantiate that the bruises on R1 seen at
5	the hospital were a result of neglect or lack of care by facility staff. R1 had a diagnosis of
6	"antiphospholipid syndrome", the Mayo Clinic defines this syndrome as a condition in which the immune
7	system creates antibodies attacking tissues in the body.
8	
9	

10 These antibodies can cause clots to form in the arteries, leading to heart attacks and strokes. R1 was
11 treated with blood thinning medications. The Home Health nurse did not document any bruising on R1
12 on the visits prior to 10/03/2023. The hospital records mention the bruising, but there is no follow-up or
13 explanation for its cause. The Administrator stated that she was aware of the bruise and spoke to the
14 home health nurse about it and was told that it could be due to the blood thinner medications that R1
15 was taking. The Administrator denied any type of abuse or accidental falls. Therefore, the allegation is
16 deemed Unsubstantiated at this time.
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18 Exit interview conducted with Adulfa Garcia, copy of this report, LIC811 was issued.
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