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Department of

SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 331800223
Report Date: 08/28/2026
Date Signed: 08/28/2026 03:23:37 PM

Unsubstantiated

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

This is an official report of an unannounced visit/investigation of a complaint received in our office on **08/18/2026** and conducted by Evaluator Seo Jeon

PUBLIC	COMPLAINT CONTROL NUMBER: 18-AS-20260818123856

FACILITY NAME:	YORKSHIRE VILLAGE			**FACILITY NUMBER:**	331800223
ADMINISTRATOR:	TERESA MAPILIS			**FACILITY TYPE:**	740
ADDRESS:	26933 CORNELL ST			**TELEPHONE:**	(951) 658-1068
CITY:	HEMET	**STATE:** CA		**ZIP CODE:**	92544
CAPACITY:	100	**CENSUS:** 86		**DATE:**	08/28/2026
		UNANNOUNCED		**TIME BEGAN:**	03:00 PM
MET WITH:	Nicole Anguiano, Business Office Manager			**TIME COMPLETED:**	03:35 PM

ALLEGATION(S):

1	Staff did not notice resident's change in condition
2	Staff did not obtain timely medical attention for resident
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Seo Jeon conducted an unannounced visit to the facility to deliver
2	findings of the above allegations. LPA met with Nicole Anguiano, Business Office Manager, and informed
3	them of the purpose of the LPA's visit. The Department's investigation involved interviews with staff and
4	review of records.
5	
6	On August 18, 2026, Community Care Licensing (The Department) received a complaint report with the
7	following allegation.
8	
9	It was alleged that staff did not notice resident's change in condition. Information received indicated that
10	staff did not test Resident #1's (R1) glucose level regularly, and it was measured at 395 mg/dL on April 4,
11	2026, by R1's relevant party (RP). R1 was subsequently transferred to an emergency hospital, where
12	they were diagnosed with a Urinary Tract Infection (UTI).
13	
	Continued on LIC9099-C....

Unsubstantiated	**Estimated Days of Completion:**

SUPERVISORS NAME: Jacob Garber
LICENSING EVALUATOR NAME: Seo Jeon
LICENSING EVALUATOR SIGNATURE:
DATE: 08/28/2026

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

FACILITY REPRESENTATIVE SIGNATURE:
DATE: 08/28/2026

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

Control Number 18-AS-20260818123856

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 (Cont)	

FACILITY NAME: YORKSHIRE VILLAGE **FACILITY NUMBER:** 331800223
VISIT DATE: 08/28/2026

NARRATIVE

LPA conducted R1's records review. R1 was admitted on March 26, 2026, and moved out on April 6, 2026. According to the facility assessment dated March 31, 2026, R1 required maximum assistance with bathing, dressing, toileting, transferring, mobility, and special care needs, including assistance with glucose monitoring. However, because the relevant parties could not meet to finalize the details, R1's formalized care plan was never executed. R1 was ultimately discharged from the facility before the care plan could be mutually agreed upon and signed.

Regarding the glucose monitoring, the facility received a physician's order for blood sugar checks on March 31, 2026. The facility's Medication Administration Records (MAR) demonstrate that staff performed these glucose checks twice daily from March 31, 2026, through April 4, 2026. All logged readings during this period remained within normal range. R1's glucose level reading at 395 mg/dL was not performed by the facility staff and was not documented. Therefore, LPA could not verify the reading. Furthermore, a review of R1's progress notes spanning March 27, 2026, to April 3, 2026, revealed no documentation of R1 expressing pain or exhibiting any clinical symptoms associated with a UTI.

Based on records review, R1 did have UTI during their residency at the facility. However, the evidence found during the investigation did not meet the preponderance of evidence standard required to confirm staff neglect. Therefore, this allegation is unsubstantiated at this time.

It was alleged that staff did not obtain timely medical attention for resident. Information received indicated that Resident #1's (R1) glucose level reached 395 mg/dL on April 4, 2026, and R1's relevant party called 911 to transport R1 to emergency room.

LPA conducted R1's records review. According to the facility assessment dated March 31, 2026, R1 required maximum assistance with bathing, dressing, toileting, transferring, mobility, and special care needs, including assistance with glucose monitoring. However, because the relevant parties could not meet to finalize the details, R1's formalized care plan was never executed. R1 was ultimately discharged from the facility before the care plan could be mutually agreed upon and signed.

The facility's Medication Administration Records (MAR) demonstrate that staff performed these glucose checks twice daily from March 31, 2026, through April 4, 2026. All logged readings during this period remained within normal range.

Continued on LIC9099-C....

SUPERVISORS NAME: Jacob Garber
LICENSING EVALUATOR NAME: Seo Jeon
LICENSING EVALUATOR SIGNATURE:
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FACILITY REPRESENTATIVE SIGNATURE:
DATE: 08/28/2026

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

COMPLAINT INVESTIGATION REPORT (Cont)

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
RIVERSIDE ASC, 1650 SPRUCE ST STE 200 MS29-27
RIVERSIDE, CA 92507

FACILITY NAME: YORKSHIRE VILLAGE **FACILITY NUMBER:** 331800223

VISIT DATE: 08/28/2026

NARRATIVE

Furthermore, a review of R1's progress notes spanning March 27, 2026, to April 3, 2026, revealed no documentation of R1 expressing pain or exhibiting any symptoms associated with UTI. R1's glucose level reading at 395 mg/dL was not performed by the facility staff and was not documented. It was performed by R1's relevant party at 2:27 PM on April 4, 2026, which was not within prescribed time frame. Therefore, LPA could not verify the reading.

Based on records review, R1 was transported to emergency room after high glucose level reading by R1's relevant party. However, staff documented that R1 did not show any signs of illness that would cause staff to obtain medical attention. The evidence found during the investigation did not meet the preponderance of evidence standard required to confirm staff neglect. Therefore, this allegation is unsubstantiated at this time.

A finding that the complaint is UNSUBSTANTIATED means the allegation may have happened or is valid, but there is not a preponderance of the evidence to prove that the alleged violation occurred.

An exit interview was conducted where a copy of this report was provided.

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