

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 331880734
Report Date: 11/20/2025
Date Signed: 11/20/2025 12:57:51 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 **05/26/2023** and conducted by Evaluator Antonine Richard

	COMPLAINT CONTROL NUMBER: 18-AS-20230526091812
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FACILITY NAME: RANCHO MIRAGE TERRACE	FACILITY NUMBER: 331880734
ADMINISTRATOR: MONIQUE MOREIRA	FACILITY TYPE: 740
ADDRESS: 34560 BOB HOPE DRIVE	TELEPHONE: (760) 770-7737
CITY: RANCHO MIRAGE	ZIP CODE: 92270
CAPACITY: 142	DATE: 11/20/2025
MET WITH: NATHAN BOESE	UNANNOUNCED TIME BEGAN: 08:09 AM
	TIME COMPLETED: 01:15 PM

ALLEGATION(S):

1	Staff are not trained to dispense medication.
2	Staff are mismanaging residents medication.
3	Staff are not keeping accurate records of medication distribution.
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INVESTIGATION FINDINGS:

1	On November 20, 2025, at 8:30 am, Licensing Program Analyst (LPA) Antonine Richard conducted a
2	complaint visit to deliver findings. LPA met with the Administrator (A1), Nathan Boese, and the purpose of
3	the visit was explained. LPA was granted entry to the facility.
4	
5	The investigation included the following: On November 20, 2025, at approximately 8:30 am, the LPA
6	Richard requested and reviewed the following documents: the client roster (dated 09/06/2024) and the
7	staff roster (dated 10/09/2025). Med Techs Training (dated 2023, 2024, 2025), Medication Administration
8	Records (MARs dated 01, 2025; 02, 2025; 03, 2025; 04, 2025; 05, 2025; 06, 2025; 07, 2025; 08, 2025;
9	and 09, 2025), and Med Techs Certificates of completion. LPA interviewed the Administrator (A1), two
10	Med Techs (MT1-MT2), four staff members #1-4 (S1-S4), and eight Residents #1-8 (R1-R8).
11	
12	Report Continued on LIC9099C
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Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Antonine Richard
LICENSING EVALUATOR NAME: Antonine Richard
LICENSING EVALUATOR SIGNATURE:

DATE: 11/20/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 11/20/2025

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

LIC9099 (FAS) - (06/04)

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Control Number 18-AS-20230526091812

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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: RANCHO MIRAGE TERRACE

FACILITY NUMBER: 331880734

VISIT DATE: 11/20/2025

NARRATIVE

1 **Allegation #1: Staff are not trained to dispense medication.**

2
3 The complaint alleged that when a med tech calls out, untrained caregivers dispense
4 medication to residents. On November 20, 2025, the Licensing Program Analyst
5 (LPA) Richard interviewed the Administrator (A1), who denied the allegation and
6 stated that the staff who assisted the residents with medication had been trained and
7 held certificates to assist with medication. The LPA interviewed two Med Techs
8 (MT1, MT2), who denied the allegation and stated that all the staff who assist the
9 residents with medication are properly trained. They also noted that the caregivers
10 do not have access to the Medication Carts.
11

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14 Additionally, the LPA interviewed four staff members (S1-S4), all of whom denied the
15 allegation and asserted that they have not been trained and have not dispensed any
16 medications to residents. Their duty is caregiving; only Med Techs give medications.
17 The LPA also interviewed eight residents (R1-R8), all of whom expressed
18 satisfaction with how the facility's staff administers their medications and stated that
19 they have no issues with them. There is no specified time when a caregiver provides
20 them with their medications.
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23 Furthermore, on November 20, 2025, the LPA reviewed the facility training
24 medication documents from 2023, 2024, and 2025 for all Med Tech members who
25 assist residents with their medications.
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28 Report Continued on LIC9099C
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SUPERVISORS NAME: Antonine Richard
LICENSING EVALUATOR NAME: Antonine Richard
LICENSING EVALUATOR SIGNATURE:

DATE: 11/20/2025

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 11/20/2025

LIC9099 (FAS) - (06/04)

Page: 2 of 5

Control Number 18-AS-20230526091812

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

COMPLAINT INVESTIGATION REPORT (Cont)

27 RIVERSIDE, CA 92507

FACILITY NAME: RANCHO MIRAGE TERRACE

FACILITY NUMBER: 331880734

VISIT DATE: 11/20/2025

NARRATIVE

1 Based on the interview, the records, and the information reviewed, there was
 2 insufficient evidence to support the allegation. Although the allegation may have
 3 happened or is valid, there is not a preponderance of evidence to prove the alleged
 4 violation did or did not occur; therefore, the allegation is deemed
 5 **unsubstantiated.**
 6
 7 **Allegation #2: Staff are mismanaging residents' medication.**
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 9 The complaint alleged that staff members are mismanaging residents' medications,
 10 resulting in numerous errors that lead residents to refuse their medications. On
 11 November 20, 2025, LPA Richard interviewed A1, who denied the allegations and
 12 stated that only Med Techs assist with and manage the residents' medications.
 13
 14 The LPA also interviewed two Med Techs (MT1 and MT2), who both denied the
 15 allegations. They stated that they follow the procedures outlined in the facility's
 16 internal training, which occurred from October 3, 2024, to September 14, 2025.
 17 They explained that if a resident refuses their medication, the Med Tech records it
 18 in the electronic medication administration record (E-Mar), contacts the family
 19 member and the physician, and disposes of the medication. Additionally, if
 20 medication is spilled by either staff or residents, they must contact the pharmacy to
 21 obtain a replacement and document this action in the E-Mar.
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 23 Report Continued On LIC9099C
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LICENSING EVALUATOR SIGNATURE: _____ **DATE:** 11/20/2025

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY
COMPLAINT INVESTIGATION REPORT (Cont)

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
 COMMUNITY CARE LICENSING DIVISION
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FACILITY NAME: RANCHO MIRAGE TERRACE

FACILITY NUMBER: 331880734

VISIT DATE: 11/20/2025

NARRATIVE

1 On November 20, 2025, the LPA interviewed eight residents (R1-R8). Of these,
 2 five residents denied any issues with medication management. The caregiver never
 3 gave them any medication except Med Tech. On the same day, the LPA reviewed
 4 the MAR records of eight residents from 2025 and found no discrepancies in their
 5 medications. The LPA also reviewed the Med Techs' medication training, and all
 6 had completed it. The MT1 also explained to LPA how the processes of refused
 7 and/or spilled medications work.
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11 Based on the interview, the records, and the information reviewed, there was
12 insufficient evidence to support the allegation. Although the allegation may have
13 happened or is valid, there is not a preponderance of evidence to prove the alleged
14 violation did or did not occur; therefore, the allegation is deemed
15 **unsubstantiated.**
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19 **Allegation #3: Staff are not keeping accurate records of medication**
20 **distribution.**
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23 The complaint alleged that staff were backdating and forging their names on the
24 residents' electronic Medication Administration Records (e-MAR) and on the hard-
25 copy log for narcotics. On November 20, 2025, at 11:30 a.m., LPA Richard, Med
26 Tech Martinez, and Santana inspected the medication room to review the resident
27 supply and the medication cart. Upon examining a randomly selected resident's
28 medication supply and records, LPA found the medication record to be accurate.
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32 Report Continued on LIC9099C

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<p>STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY</p> <p>COMPLAINT INVESTIGATION REPORT (Cont)</p>	<p>CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION RIVERSIDE ASC, 1650 SPRUCE ST STE 200 MS29-27 RIVERSIDE, CA 92507</p>
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VISIT DATE: 11/20/2025

NARRATIVE

1 The information documented in the electronic record matched the number of pills
2 dispensed to the residents. Additionally, LPA reviewed the residents' medication
3 records and found that all were signed on the day the medications were
4 administered.
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8 Based on the interview, the records, and the information reviewed, there was
9 insufficient evidence to support the allegation. Although the allegation may have
10 happened or is valid, there is not a preponderance of evidence to prove the alleged
11 violation did or did not occur; therefore, the allegation is deemed
12 **unsubstantiated.**
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14 No deficiencies were cited.
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18 An exit interview was conducted. A copy of this report was provided to the
19 administrator, Nathan Boese.
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