

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 331881349

Report Date: 02/10/2026

Date Signed: 02/10/2026 11:43:15 AM

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 **03/27/2025** and conducted by Evaluator Deborah Lee

	COMPLAINT CONTROL NUMBER: 18-AS-20250327112938
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FACILITY NAME: MANZANITA VILLAGE AT RANCHO BELAGO	FACILITY NUMBER: 331881349
ADMINISTRATOR: TAYLOR, KAMESHI	FACILITY TYPE: 740
ADDRESS: 27900 BRODIAEA AVENUE	TELEPHONE: (951) 379-0100
CITY: MORENO VALLEY	ZIP CODE: 92555
CAPACITY: 150	DATE: 02/10/2026
MET WITH: Anna Martinez	UNANNOUNCED TIME BEGAN: 07:58 AM
	TIME COMPLETED: 12:00 PM

ALLEGATION(S):

1	Facility staff neglected the needs of residents in care.
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INVESTIGATION FINDINGS:

1	<p>**On February 10, 2026, the Department conducted a subsequent visit to facility. The purpose of the visit is to include additional information in the report dated 1/29/26 required to justify the finding which will remain the same. The department met with and Anna Martinez, Assistant Executive Director and explained purpose of visit.</p> <p>Investigation consisted of the following:</p> <p>On January 29, 2026, the Department of Social Services staff conducted an unannounced visit to this facility to continue investigation of the above allegations and to deliver findings. The Department was met by Christina Miller and Anna Martinez, Executive Director and Assistant Executive Director and the purpose of the visit was explained.</p> <p>On April 2, 2025, the Department conducted an unannounced initial visit to the facility to investigate the complaint allegation mentioned above. During the visit, 3 staff interviews and 3 resident interviews were conducted. It was determined that the complaint required further investigation. On 4/25/25 and 9/11/25, subsequent visits were made and during those visits, 5 resident and 3 witness interviews were conducted. However, no findings were rendered.</p> <p>Page 1 of 3</p>
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SUPERVISORS NAME: Eva M Alvarez
LICENSING EVALUATOR NAME: Deborah Lee
LICENSING EVALUATOR SIGNATURE:

DATE: 02/10/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 02/10/2026

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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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: MANZANITA VILLAGE AT RANCHO BELAGO

FACILITY NUMBER: 331881349

VISIT DATE: 02/10/2026

NARRATIVE

1 On January 28, 2026, the Department requested and obtain the following documents
2 via email: Resident rights training (dated 3/27/25), Incontinent care training (dated
3 3/6/25), Service plan, physician's report, and pre-placement appraisals for Residents
4 (R1-R5), Incident/death report for R3 (dated 3/25/25). On January 29, 2026, The
5 Department conducted interviews with Assistant Administrator (A2), and 4 staff (S1-
6 S4)
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8 The investigation revealed the following:
9

10 **Allegation: Facility Staff neglected the needs of residents in care.**
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12 The detail of the complaint alleges R1-R5 has been neglected by staff: Dinner was
13 allegedly withheld from R2 and served 2 hours later, decline in R3's health and
14 sudden death allegedly was a result of neglect. R4 reportedly was left soiled for an
15 extended period without being changed. R5 allegedly was denied cake repeatedly
16 when R5 asked for it.
17
18

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20 On April 2, 2025, the Department interviewed 3 residents regarding the allegation,
21 and on April 25, 2025, 5 additional residents were interviewed. 8 out of 8 residents
22 denied the allegation, stating that staff provide appropriate care and they have not
23 experienced neglect. Each resident confirmed that dinner is always served on time,
24 snacks are never withheld, and 8 out of 8 residents indicated that they have never
25 been left soiled for an extended period.
26
27

28 On January 29, 2026, at 11:15am the Department interviewed Assistant
29 Administrator (A2) who denied the allegation stating that no resident is ever denied
30 food, residents are changed regularly and/or as needed. Additionally, A2 states that
31 all staff have had Resident Rights training, and training on caring for incontinent
32 residents. Lastly, A2 states that R3 was on hospice care at the time of her passing
so A2 denies that there was neglect related to R3's death.

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RIVERSIDE, CA 92507

COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: MANZANITA VILLAGE AT RANCHO BELAGO

FACILITY NUMBER: 331881349

VISIT DATE: 02/10/2026

NARRATIVE

1 On January 29,2026, between 11:30 am and 1:00pm, the Department interviewed 4
2 staff (S1-S4) regarding the allegation. Of those interviewed, 4 out of 4 denied the
3 allegation stating that meals are served at the designated time, and no residents are
4 denied food. 4 out of 4 state that residents are changed regularly and as needed
5 therefore, no resident is left soiled for extended periods of time.
6
7
8 On January 29, 2026, the Department observed the facility during mealtimes and
9 can confirm that the meal was served on time at time of visit. Additionally, the
10 Department noted that there was sufficient staff present to provide adequate care
11 and supervision to the residents.
12
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14 On January 29, 2026, the Department reviewed and evaluated the following
15 documents: Staff in-service training on caring for incontinent residents (dated
16 3/6/25), Resident rights training (dated 3/27/25), R1-R5's Service plans (dated
17 9/30/25, 4/30/25, 1/3/25, 1/20/26, physician's reports (dated 4/22/25, 2/5/24, 1/8/25,
18 6/8/25, pre-placement appraisals (dated 2/24/24, 6/7/18), Incident/death report for
19 R3 (dated 3/25/25), and meal schedule/menu (dated 1/25-1/31/25).
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21
22 During review of the documents, the Department found that the facility maintains that
23 all staff are trained in incontinent care of the residents and have received resident
24 rights training.
25
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27 Based on the information gathered, there is insufficient evidence to support the
28 allegation mentioned above; Although the allegation may have happened or is valid,
29 there is not a preponderance of evidence to prove the alleged violation did or did not
30 occur, therefore the allegation is UNSUBSTANTIATED.
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32
There were no deficiencies cited during today's visit.

Exit interview conducted with Executive Director, Cristina Miller and a copy of report provided.

SUPERVISORS NAME: Eva M Alvarez
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