

# Department of SOCIAL SERVICES

## Community Care Licensing

# COMPLAINT INVESTIGATION REPORT

Facility Number: 331881693

Report Date: 02/17/2026

Date Signed: 02/17/2026 03:55:49 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
<b>COMPLAINT INVESTIGATION REPORT</b>	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **02/12/2026** and conducted by Evaluator Armando Perez

	<b>COMPLAINT CONTROL NUMBER: 18-AS-20260212101717</b>
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<b>FACILITY NAME:</b> PALMS AT LA QUINTA, THE	<b>FACILITY NUMBER:</b> 331881693
<b>ADMINISTRATOR:</b> GANDY, ROLAND	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 45160 SEELY DRIVE	<b>TELEPHONE:</b> (760) 345-5353
<b>CITY:</b> LA QUINTA	<b>STATE:</b> CA
<b>CAPACITY:</b> 120	<b>ZIP CODE:</b> 92253
	<b>DATE:</b> 02/17/2026
	<b>UNANNOUNCED TIME BEGAN:</b> 12:50 PM
<b>MET WITH:</b> Senior Resident Care Director Jennee Cunningham	<b>TIME COMPLETED:</b> 04:05 PM

### ALLEGATION(S):

1	Staff did not ensure that hot water was made available at the facility
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### INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA), Armando Perez conducted an unannounced visit to deliver findings for a complaint investigation regarding the above allegation. LPA Perez met with Senior Resident Care Director Jennee Cunningham, where the LPA explained the purpose of the visit and the elements of the allegation. The investigation consisted of interviews with staff and witnesses and file reviews.
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6	On February 12, 2026, Community Care Licensing Division (CCLD), received a complaint alleging that facility staff did not ensure that hot water was made available at the facility. It was alleged facility did not have hot water for at least two days leading to concern that the kitchen was sanitizing dishware with cold water. An interview could not be conducted with Additional Witness 1 (AW1) due to complaint submitted anonymously.
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11	Interview with Senior Resident Care Director (SRCD) Jennee Cunningham revealed that an issue with the water heater was communicated to administration on February 11, 2026. SRCD further stated that the repair was completed on February 12, 2026, and confirmed that residents were kept informed throughout the process.
12	
13	Continued on LIC 9099-C.

SUPERVISORS NAME: Jazmond D Harris  
LICENSING EVALUATOR NAME: Armando Perez  
LICENSING EVALUATOR SIGNATURE:

DATE: 02/17/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 02/17/2026

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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Control Number 18-AS-20260212101717

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: PALMS AT LA QUINTA, THE

FACILITY NUMBER: 331881693

VISIT DATE: 02/17/2026

#### NARRATIVE

- 1 Interview with Maintenance Staff (S1) confirmed submitting a trouble ticket for the water heater repair on
- 2 February 11, 2026, at approximately 2:40 PM. S1 reported that USA Drain & Plumbing Works completed
- 3 the repair on February 12, 2026. S1 noted the repair took approximately six hours, and the system has
- 4 been operating properly since completion. Interview with Staff 2 (S2) reported that the kitchen uses a
- 5 steam appliance to clean and sanitize plates and utensils without relying on hot water from the water
- 6 heater. S2 explained that the appliance is connected to a water line and contains internal coils that
- 7 convert water into steam. S2 noted that the appliance operates independently of the water heater and
- 8 confirmed that dishware sanitization was not affected by the reported water heater issue.
- 9
- 10 Interview with 7 of 7 clients reported being notified the facility was experiencing issues with the water
- 11 temperature inside the building. Furthermore, clients reported the repair was two days and felt it was
- 12 taken care of in a timely manner. No further concerns were noted by the residents in regards to the
- 13 water temperature.
- 14
- 15 LPA conducted a tour of the facility to document water temperature readings in seven resident rooms
- 16 and the kitchen. LPA observed seven of seven rooms measured between 107°F and 109°F. Additionally,
- 17 the kitchen water temperature measured 135°F. LPA observed appropriate warming signs posted in the
- 18 kitchen, and the temperatures were found to be within regulatory requirements.
- 19
- 20 LPA reviewed facility records and obtained a trouble ticket and repair invoice, which corroborated
- 21 SRCD's statements regarding the timely resolution of the water heater issue. Additionally, a Special
- 22 Incident Report was submitted to CCLD in compliance with reporting requirements.
- 23
- 24 Based on interviews, research, and record review, the allegation that facility staff did not ensure that hot
- 25 water was made available at the facility is deemed unsubstantiated. A finding that the complaint is
- 26 unsubstantiated means the allegation may have happened or is valid, but there is not a preponderance
- 27 of the evidence to prove that the alleged violation occurred.
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- 29 An exit interview was conducted and a copy of this report was provided to Senior Resident Care Director
- 30 Jennee Cunningham.
- 31
- 32

SUPERVISORS NAME: Jazmond D Harris  
LICENSING EVALUATOR NAME: Armando Perez  
LICENSING EVALUATOR SIGNATURE:

DATE: 02/17/2026

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 02/17/2026