

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 342700301

Report Date: 02/03/2026

Date Signed: 02/03/2026 12:24:03 PM

Substantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SACRAMENTO SOUTH ASC, 9835 GOETHE ROAD, SUITE 100 SACRAMENTO, CA 95827
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **12/14/2025** and conducted by Evaluator Noel Wolf Petersen

PUBLIC	COMPLAINT CONTROL NUMBER: 27-AS-20251214210439
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FACILITY NAME: COUNTRY CLUB MANOR	FACILITY NUMBER: 342700301
ADMINISTRATOR: KATHRYN NEVIN	FACILITY TYPE: 740
ADDRESS: 2100 BUTANO DRIVE	TELEPHONE: (916) 481-9240
CITY: SACRAMENTO	ZIP CODE: 95825
CAPACITY: 112	DATE: 02/03/2026
MET WITH: Kaithryn Nevin	UNANNOUNCED TIME BEGAN: 09:00 AM
	TIME COMPLETED: 12:00 PM

ALLEGATION(S):

1	Staff are mishandling the residents medications
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst, LPA, Noel Wolf Petersen arrived to the facility unannounced to conduct a
2	complaint investigation into the above allegation. LPA met with administrator Kathryn Nevin, and
3	explained the purpose of the visit.
4	Through record review and interview and observation by the LPA, it was learned that the facility
5	medication administration documentation is not detailed in the specific ways outlined by regulation, or left
6	undetailed. 5 MAR records chosen at random, one MAR record showed a clients refusal documentation
7	reasoning as "ref" mean refused, which is not useful in determining the reasoning for the refusal. For 2
8	MAR records, it is marked that the facility is unable to disperse a medication by flag "other" or
9	"medication not available", but a readily available Notes column does not describe the reasoning of the
10	medication not being available or whats being done about it or what will be done about it. In interview,
11	some staff are reporting not enough time on shifts with less Med Techs assigned to stay on top of
12	documentation tasks. On two occassions LPA observed alerts in the MAR that were unanswered for
13	marking down PRN dispersal results timely, one of the alerts was observed for a medication given 3
	hours earlier.
	continued on C page

SUPERVISORS NAME: Liza King
LICENSING EVALUATOR NAME: Noel Wolf Petersen
LICENSING EVALUATOR SIGNATURE:

DATE: 02/03/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 02/03/2026

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 5

Control Number 27-AS-20251214210439

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
SACRAMENTO SOUTH ASC, 9835 GOETHE ROAD, SUITE 100
SACRAMENTO, CA 95827

COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: COUNTRY CLUB MANOR

FACILITY NUMBER: 342700301

VISIT DATE: 02/03/2026

NARRATIVE

1 LPA gave guidance that the reason for refusal should be documented as outlined in regulation, PRN
 2 response fields of documentation should be completed timely, any staffing concerns should be raised in
 3 the internal grievance process, and documentation should be filled out with the goal to reduce reliance
 4 on verbal reporting not to make it mandatory.
 5
 6 Based on LPAs observations and interviews which were conducted and record review, the
 7 preponderance of evidence standard has been met, therefore the above allegation is found to be
 8 SUBSTANTIATED. California Code of Regulations, is being cited on the attached LIC 9099D.
 9
 10 citations issued, a copy of the appeal rights was left with the administrator. a copy of the report was read
 11 and given to the administrator.
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 13 Exit interview conducted.
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SUPERVISORS NAME: Liza King
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DATE: 02/03/2026

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 02/03/2026

COMPLAINT INVESTIGATION REPORT

ROAD, SUITE 100
SACRAMENTO, CA 95827

This is an official report of an unannounced visit/investigation of a complaint received in our office on **12/14/2025** and conducted by Evaluator Noel Wolf Petersen

PUBLIC

COMPLAINT CONTROL NUMBER: 27-AS-20251214210439

FACILITY NAME: COUNTRY CLUB MANOR

FACILITY NUMBER: 342700301

ADMINISTRATOR: KATHRYN NEVIN
ADDRESS: 2100 BUTANO DRIVE
CITY: SACRAMENTO
CAPACITY: 112

STATE: CA

CENSUS:

UNANNOUNCED

FACILITY TYPE: 740
TELEPHONE: (916) 481-9240
ZIP CODE: 95825
DATE: 02/03/2026
TIME BEGAN: 09:00 AM
TIME COMPLETED: 12:00 PM

MET WITH: Kaithryn Nevin

ALLEGATION(S):

- 1 Staff members consume alcohol/drugs during work hours, impairing their ability to provide adequate care
- 2 and supervision, which presents a risk to the residents
- 3 Staff is providing services not properly trained for
- 4 Staff is not following medical orders for the residents
- 5 Staff is altering the residents records without proper authorization
- 6
- 7
- 8
- 9

INVESTIGATION FINDINGS:

- 1 Licensing Program Analyst, LPA, Noel Wolf Petersen arrived to the facility unannounced to conduct a
 - 2 complaint investigation into the above allegations. LPA met with administrator Kathryn Nevin, and
 - 3 explained the purpose of the visit.
 - 4 by interview with staff/clients, it was learned that an event was hosted by the facility activity director
 - 5 which included alcohol. one client accounts being made uncomfortable with the independant living
 - 6 activity director consuming any alcohol, some clients account not experincing any discomfort with the
 - 7 independant living activity director consuming alcohol. No clients report observing intoxicated or
 - 8 inebriated behavior from the independant living activity director.
 - 9 By interview with staff/clients and record review of training matierals, it was learned that the facility takes
 - 10 blood pressure readings with med tech staff. Some clients account being uncomfortable with the blood
 - 11 pressure reading being within the scope of practice for med tech staff and raise concerns about med
 - 12 techs making diagnostic type decisions related to the reading of the blood pressure for example, taking a
 - 13 reading of the blood pressure and then choosing to hold or disperse a blood pressure medication. Staff
- report that the blood pressure readings are taken by med techs. LPA gave guidance that decisions related to holding or dispersing a medication lie with a nurse/doctors consult, which is-continued on c page.

Unsubstantiated Estimated Days of Completion:

SUPERVISORS NAME: Liza King
LICENSING EVALUATOR NAME: Noel Wolf Petersen
LICENSING EVALUATOR SIGNATURE: **DATE:** 02/03/2026

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FACILITY REPRESENTATIVE SIGNATURE: **DATE:** 02/03/2026

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LIC9099 (FAS) - (06/04) Page: 3 of 5
Control Number 27-AS-20251214210439

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

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
SACRAMENTO SOUTH ASC, 9835 GOETHE ROAD, SUITE 100
SACRAMENTO, CA 95827

FACILITY NAME: COUNTRY CLUB MANOR **FACILITY NUMBER:** 342700301
VISIT DATE: 02/03/2026

NARRATIVE

1 documented, or with the client refusing or accepting a medication. Over three med pass observations,
 2 LPA did not witness the staff withhold a medication, based on the blood pressure reading or not.
 3
 4 By interview with staff/clients, and a record review of MARs and the facility menu, and meal observation,
 5 it was learned that medication is confiscated by staff when they arrive to the facility if it is not on the
 6 medication orders list. In at least one instance, a client reported the staff taking a medication perscribed
 7 to her and not dispersing it. It was learned from the mar that a discontinue order for that medication was
 8 issued 2 days before the client arrived. The facility staff do not have a response as to what happened to
 9 the medication after it was confiscated, if it was destroyed, if it was kept secure as property of the client.
 10 LPA gave guidance that kind of confiscation policy should be more obvious to the incoming clients in the
 11 form of an addendum to the admission agreement and the issue should be resolved internally as a loss
 12 of property if it cannot be produced by the facility. As a related issue, some clients (a mixed population of
 13 nonassisted living, and assisted living) report not being given the option of adequately nutritious
 14 alternatives if they have a perscribed alternative diet. LPA reviewed the menu and observed the lunch
 15 service on two occasions, the lunch service is meeting the nutritional requirement of 1/3 of servings of
 16 the various groups in the regular and alternative meals, LPA is concerned about anybody repeatedly
 17 choosing the house salad option not getting an adequate amount of protein. LPA gave guidance that the
 18 salad can easily have servings of nuts, cheese, eggs, or chicken added to it to shore up any nutritional
 19 concerns and improve the variety for the hypertensive/diabetic folks. cheese cant be used as a source
 20 of protien if its also being used as a source of dairy for the purposes of menu design.
 21
 22 by interview with staff/clients, it was learned that holds are given of the clients medication. some clients
 23 report unease with the facility issuing medication in general and specifcly the practice of holding the
 24 medication. The staff report that they do not give out medication belonging to other residents, or give out
 25 medication that is ordered by a doctor to be withheld, and destroy medications as necessary when a
 26 client has a new order/leaves the facility permanently. The practice of holding medication is specifcly for
 27 unplanned absences from the facility. LPA gave guidance that medication is the clients property and
 28 should go with the client if they have a planned absense from the facility, they or a responsible party (as
 29 applicable) can sign out their medication with a affidavit that they will adhere to the schedule of the
 30 medication. The facility has a responsibility to take measures to ensure medications are delivered on
 31 schedule, and medications are not to be used to restrict the movement of the clients.
 32 Although the allegation(s) may have happened or are valid, there is not a preponderance of evidence to
 prove the alleged violation(s) did or did not occur, therefore the allegation is unsubstantiated. no citation
 issued, A copy of the report was read and given to the administrator, appeal rights provided. exit
 interview conducted

SUPERVISORS NAME: Liza King
LICENSING EVALUATOR NAME: Noel Wolf Petersen
LICENSING EVALUATOR SIGNATURE: _____ **DATE:** 02/03/2026

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

FACILITY REPRESENTATIVE SIGNATURE: _____ **DATE:** 02/03/2026

Citations on this Visit Report are Under Appeal!

Control Number 27-AS-20251214210439

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY COMPLAINT INVESTIGATION REPORT (Cont)	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SACRAMENTO SOUTH ASC, 9835 GOETHE ROAD, SUITE 100 SACRAMENTO, CA 95827
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FACILITY NAME: COUNTRY CLUB MANOR **FACILITY NUMBER:** 342700301
DEFICIENCY INFORMATION FOR THIS PAGE: **VISIT DATE:** 02/03/2026

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Under Appeal Type B 02/10/2026 Section Cited CCR 80075(b)	1 80075 Health Related Services (b) 2 Clients shall be assisted as needed 3 with self-administration of prescription 4 and nonprescription medications. 5 6 This requirement was not met as 7 evidenced by:	1 Licensee will review current 2 documentation practices, propose a 3 strategy in writing to the LPA that 4 addresses the concerns, by the poc 5 date. noel.wolfpetersen@dss.ca.gov 6 LPA is suggesting better and consistant 7

			use is made of the "notes" feature on the online mar.
	8 9 10 11 12 13 14	Record review and interview and observation by the LPA, where 3 of 5 records requested at random had incomplete or unusable documentation, 1 unusable reasoning of refused medication and 2 missing PRN reasoning. This posed a potential risk to the health, safety or personal rights of the clients in care.	8 9 10 11 12 13 14
	1 2 3 4 5 6 7		1 2 3 4 5 6 7
	1 2 3 4 5 6 7		1 2 3 4 5 6 7

Failure to correct the cited deficiency(ies), on or before the Plan of Correction (POC) due date, may result in a civil penalty assessment.

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