

# Department of SOCIAL SERVICES

Community Care Licensing

## COMPLAINT INVESTIGATION REPORT

Facility Number: 361881195  
Report Date: 01/29/2026  
Date Signed: 01/29/2026 01:45:48 PM

### Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SAN BERNARDINO 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 **08/18/2023** and conducted by Evaluator Hannah Rodgers

<b>PUBLIC</b>	<b>COMPLAINT CONTROL NUMBER: 56-AS-20230818141447</b>
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<b>FACILITY NAME:</b> PALM VIEW PLEASANT LIVING	<b>FACILITY NUMBER:</b> 361881195
<b>ADMINISTRATOR:</b> KARA RICHARDSON	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 710 N CHURCH STREET	<b>TELEPHONE:</b> (909) 328-2118
<b>CITY:</b> REDLANDS	<b>ZIP CODE:</b> 92374
<b>CAPACITY:</b> 40	<b>DATE:</b> 01/29/2026
<b>MET WITH:</b> Marketing Director Sneha Khalid	<b>UNANNOUNCED TIME BEGAN:</b> 09:15 AM
	<b>TIME COMPLETED:</b> 02:00 PM

#### ALLEGATION(S):

1	Staff handled resident in a rough manner
2	Staff engaged in verbal altercations with resident
3	Staff did not ensure resident was transported to appointment
4	Staff did not safeguard resident's personal belongings
5	Staff did not ensure resident had privacy
6	Staff are not meeting residents dietary needs
7	Staff are not providing adequate food service to residents
8	
9	

#### INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Hannah Rodgers conducted an unannounced visit to deliver findings regarding the above complaint allegation. LPA introduced herself and disclosed the purpose of the visit to
2	Marketing Director Sneha Khalid.
3	
4	
5	On August 18, 2023, it was alleged that staff handled resident in a rough manner, staff engaged in verbal
6	altercations with resident, staff did not ensure resident was transported to appointment, and staff did not
7	safeguard resident's personal belongings. It was also alleged that staff did not ensure resident had
8	privacy, staff are not meeting residents dietary needs, and staff are not providing adequate food service
9	to residents.
10	
11	The Department's investigation consisted of unannounced facility visits, records review, and staff and
12	resident interviews.
13	[CONTINUED ON LIC9099-C]

<b>Unsubstantiated</b>	<b>Estimated Days of Completion:</b>
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**SUPERVISORS NAME:** Efren Malagon  
**LICENSING EVALUATOR NAME:** Hannah Rodgers  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 01/29/2026

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 01/29/2026

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** 56-AS-20230818141447

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

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

## COMPLAINT INVESTIGATION REPORT (Cont)

**FACILITY NAME:** PALM VIEW PLEASANT LIVING

**FACILITY NUMBER:** 361881195

**VISIT DATE:** 01/29/2026

### NARRATIVE

1 According to the allegations received, Resident #1 (R1) was shaken by staff, staff yelled at and argued  
2 with residents, and R1 missed a medical appointment due to staff not responding to the door when  
3 transportation was outside. It was also alleged that R1's clothing went missing, R1's phone calls were  
4 being screened, R1's low sodium diet was not being followed, and residents were not provided enough  
5 food and not provided dinner if they were late.  
6  
7 Review of R1's medical assessment dated February 23, 2023, revealed that R1 exhibited aggressive  
8 and inappropriate behaviors. Interviews with staff and residents did not reveal that R1 was shaken by  
9 staff, that staff yell and argue with residents, nor did it reveal that R1 missed a medical appointment due  
10 to staff not responding. Furthermore, interviews did not reveal that residents' phone calls were screened  
11 nor did residents' clothing go missing.  
12  
13 Review of R1's Individual Service Plan (ISP) dated September 5, 2023, revealed that R1 had a special  
14 diet need of low (or no) salt. Interviews with staff revealed that residents' modified diets were charted  
15 and verbally communicated. Interviews did not reveal that residents were not provided with enough food  
16 and not provided dinner if they were late.  
17  
18 Based on interviews and records review, the investigation did not yield a preponderance of evidence to  
19 conclude that that staff handled resident in a rough manner, staff engaged in verbal altercations with  
20 resident, staff did not ensure resident was transported to appointment, staff did not safeguard resident's  
21 personal belongings, staff did not ensure resident had privacy, staff did not meet residents dietary  
22 needs, and staff did not provide adequate food service to residents. Based on the foregoing, the  
23 allegations are unsubstantiated. This finding means that although the allegations may have happened or  
24 may be valid, there is not a preponderance of the evidence to prove that the alleged violations occurred.  
25 An exit interview was conducted with Marketing Director Sneha Khalid, to whom a copy of this report  
26 and the Licensee/Appeal Rights (LIC9058 03/22) were provided.  
27  
28  
29  
30  
31  
32

**SUPERVISORS NAME:** Efren Malagon  
**LICENSING EVALUATOR NAME:** Hannah Rodgers  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 01/29/2026

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 01/29/2026

LIC9099 (FAS) - (06/04)

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