

Department of SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 371881517
Report Date: 07/18/2025
Date Signed: 07/20/2025 06:42:42 PM

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 1650 SPRUCE ST STE 200 MS29-27 RIVERSIDE, CA 92507
FACILITY EVALUATION REPORT	

FACILITY NAME: VISTA GARDENS MEMORY CARE	FACILITY NUMBER: 371881517
ADMINISTRATOR/CAROLINE SENTENO DIRECTOR:	FACILITY TYPE: 740
ADDRESS: 1863 DEVON PLACE	TELEPHONE: (760) 295-3900
CITY: VISTA	STATE: CA
CAPACITY: 99	ZIP CODE: 92084
TYPE OF VISIT: Required - 1 Year	CENSUS: 66
	DATE: 07/18/2025
	UNANNOUNCED TIME VISIT/INSPECTION BEGAN: 08:43 AM
MET WITH: BUSINESS OFFICE DIRECTOR, EDITH OSIO	TIME VISIT/INSPECTION COMPLETED: 11:48 AM

NARRATIVE	
1	On July 18, 2025, Licensing Program Analyst (LPA), Venus Mixson arrived at the facility unannounced to
2	conduct the Required Annual Inspection and met with Business Office Manager, Edith Osio. The
3	facility file review was conducted at the Regional Office and additional records were requested and
4	reviewed on site. The facility is licensed for 99 Senior Residents, and is currently operating at a capacity
5	of 66 within the scope of the license. (740)
6	
7	LPA Mixson toured the facility and made observations pertaining to the annual visit. LPA inspected the
8	facility inside and outside. There were no obstructions or debris to the indoor or outdoor passageways at
9	the time of this visit. Additionally, there were no bodies of water on the premises. The facility is a two
10	story structure with multiple entry and exits, all exits were observed to be clear and had no safety
11	obstruction at the time of this visit.
12	
13	Physical Plant: The facility phone number is (760) 295-3900 and it is operable. LPA Mixson observed
14	the residents' bedrooms, and each was equipped with required furniture as per Title 22. LPA Mixson
15	inspected facility bathrooms, and the hot water temperature tested within regulations at. The bathrooms
16	were clean, and appliances were operating appropriately currently at the time of this visit. The facility is
17	equipped with operating smoke detectors, carbon monoxide alarms, and fire extinguishers. LPA Mixson
18	observed required postings such as "If you See Something, Say Something," the "Personal Rights," and
19	the PUB 475. The cleaning supplies and sharp items were kept locked and inaccessible to the residents
20	in care. There was a designated storage space for the residents and staff files, and it was locked and
21	inaccessible to residents in care currently at the time of this visit.
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23	
24	
25	

NAME OF LICENSING PROGRAM MANAGER: Jazmond D Harris

NAME OF LICENSING PROGRAM ANALYST: Venus Mixson

LICENSING PROGRAM ANALYST SIGNATURE:



DATE: 07/18/2025

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 07/18/2025

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

FACILITY EVALUATION REPORT California law requires a public report of each licensing visit/inspection. This report is a record for the facility and the licensing agency. This report is available for public review; therefore, care is taken not to disclose personal or confidential information. Inquiries concerning the location, maintenance, and contents of these reports may be directed to the Licensing Program Analyst or Regional Office whose address and telephone number are listed on the front of this form.

DEFICIENCIES A deficiency is an instance of noncompliance with licensing requirements, including applicable statutes, regulations, interim licensing standards, operating standards, and written directives. Applicants/ licensees must be notified in writing of all licensing deficiencies. Deficiencies are listed on the left side of this form, and the applicable licensing requirement upon which the deficiency is identified. There are two types of deficiencies:

- Type A deficiencies are violations of licensing requirements that, if not corrected, have a direct and immediate risk to the health, safety, or personal rights of persons in care.
- Type B deficiencies are violations of licensing requirements that, without correction, could become a risk to the health, safety, or personal rights of persons in care, a recordkeeping violation that could impact the care of said persons and/or protection of their resources, or a violation that could impact those services required to meet the needs of persons in care.

PLANS OF CORRECTION (POCs) The licensing agency is required to establish a reasonable length of time to correct a deficiency. In order to set the time, the licensing agency must take into consideration the seriousness of the violation, the number of persons in care involved, and the availability of equipment and personnel necessary to correct the violation. Applicants/licensees are requested to provide a specific plan for each violation on the right side of the form across from each deficiency. The more specific the plan, the less chance exists for any misunderstanding in setting time limits and reviewing corrections. The applicant/licensee who encounters problems beyond their control in completing the corrections within the specified time frame may request and may be granted an extension of the correction due date by the licensing agency.

CORRECTION NOTIFICATION The applicant/licensee is responsible for completing all corrections and promptly notifying the licensing agency of corrections. Applicants/licensees are advised to keep a dated copy of any correspondence sent to the licensing agency concerning corrections, or if corrections are telephoned to the licensing agency, the date, person contacted, and information given.

CIVIL PENALTIES The licensing agency is required by law to issue a Penalty Notice, when applicable, to all facilities holding a license issued by the licensing agency, or subject to licensure, except Certified Family Homes, Resource Families, and Foster Family Homes, or any governmental entity.

PENALTY NOTICE GIVEN The statement concerning civil penalties serves as a penalty notice on this Licensing Report and failure to correct cited licensing deficiencies will result in civil penalties. Applicants/ licensees are required to pay civil penalties when administrative appeals have been exhausted and in accordance with any payment arrangements made with the licensing agency.

APPEAL RIGHTS The applicant/licensee has a right without prejudice to discuss any disagreement in this report with the licensing agency concerning the proper application of licensing requirements. The applicant/ licensee may request a formal review by the licensing agency to amend or dismiss the notice of deficiency and/ or civil penalty. Requests for review shall be made in writing within 15 business days of receipt of a

deficiency notification or civil penalty assessment. Licensing deficiencies may be appealed pursuant to the procedures in the LIC 9058 Applicant/Licensee Rights.

AGENCY REVIEW The licensing agency review of an appeal may be conducted based upon information provided in writing by the applicant/licensee. The applicant/licensee may request an office meeting to provide additional information. The applicant/licensee will be notified in writing of the results of the agency review within 60 business days of the date when all necessary information has been provided to the licensing agency.

EMAIL REQUIREMENT Adult Community Care Facilities, Residential Care Facilities for the Chronically Ill, and Residential Care Facilities for the Elderly are required to provide and maintain an active email address of record with the licensing agency.

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FACILITY EVALUATION REPORT (Cont)	

FACILITY NAME: VISTA GARDENS MEMORY CARE

FACILITY NUMBER: 371881517

VISIT DATE: 07/18/2025

NARRATIVE	
1	Medications: Were locked and inaccessible to residents in care, and there was a sufficient supply of
2	medication for residents. The overall facility is clean, the furniture is in good condition. The facility
3	cooling system and other appliances were operable currently at the time of this visit. Administrator
4	informed LPA there were safety lights for night throughout the facility.
5	
6	Food Service: Non-perishable and perishable food supply is sufficient per regulations, and there are a
7	variety of food types available for residents. Dishes and utensils were in sufficient supply and stored
8	properly, and sharp items are locked.
9	
10	Care & Supervision/Administration: Adequate staff were present for the supervision of resident in
11	care. Floor plans, telephone numbers and personal rights were found posted in the facility. The listed
12	Administrator possesses a current administrator's certification.
13	
14	Records Reviewed and Resident/Staff Files: LPA reviewed staff files and reviewed the facility's staff
15	schedule. The staff files reviewed were current and up-to-date with clearances and training's. Along with
16	First Aid certifications and TB tests. Resident files were reviewed and possessed required paperwork.
17	
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21	Disaster preparedness: LPA Mixson reviewed the facility's emergency and disaster plan as well as
22	disaster training binder. LPA observed the last fire drill met the department standards and was
23	conducted on 06/23/2025, by specialist.
24	
25	Infection Control: LPA Mixson observed the hand washing stations in the facility restrooms. LPA
26	observed PPE equipment and cleaning supplies to do regular cleaning of the facility. LPA reviewed the
27	facility's infection control plan and found all required infection control measures.
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29	
30	
31	There were no TA deficiencies observed or cited per Title 22, Division 6 of the California Code of
32	Regulations at this time.
	An exit interview was conducted where a copy of this report was discussed and given to Executive Director, Caroline Senteno

NAME OF LICENSING PROGRAM MANAGER: Jazmond D Harris	
NAME OF LICENSING PROGRAM ANALYST: Venus Mixson	
LICENSING PROGRAM ANALYST SIGNATURE:	DATE: 07/18/2025

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

FACILITY REPRESENTATIVE SIGNATURE:	DATE: 07/18/2025
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