

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 374600378
Report Date: 11/25/2024
Date Signed: 11/25/2024 01:24:30 PM

Substantiated

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 **11/21/2024** and conducted by Evaluator Janette Romero

PUBLIC	COMPLAINT CONTROL NUMBER: 18-AS-20241121150339
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FACILITY NAME: CYPRESS COURT ESCONDIDO	FACILITY NUMBER: 374600378
ADMINISTRATOR: ROB JOHNSTON	FACILITY TYPE: 740
ADDRESS: 1255 N. BROADWAY	TELEPHONE: (760) 747-1940
CITY: ESCONDIDO	STATE: CA ZIP CODE: 92026
CAPACITY: 293	CENSUS: 159 DATE: 11/25/2024
MET WITH: Administrator, Tania Dupre	UNANNOUNCED TIME BEGAN: 09:45 AM
	TIME COMPLETED: 01:30 PM

ALLEGATION(S):

1	Facility roof is in disrepair
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INVESTIGATION FINDINGS:

1	On 11/25/2024, Licensing Program Analyst (LPA), Janette Romero made an unannounced visit to
2	investigate the allegation listed above. LPA met with Administrator, Tania Dupre who was informed of the
3	purpose of the visit.
4	
5	It was alleged there are various leaks in the roof throughout the facility affecting resident rooms, the
6	dining room, and hallways. LPA conducted a tour of the interior of the facility with Administrator Dupre
7	and at the time of the visit there was no active leaks observed. However, it was not observed to be
8	raining outside. Administrator Dupre and Maintenance Director, Ismael Damian identified the areas and
9	resident rooms that have been affected by the leaks in the roof. Administrator Dupre stated that the roof
10	was previously repaired, however some leaks are still present and the roof is scheduled to be repaired in
11	2025. LPA reviewed the facility's 2023 Roof Survey dated 6/27/2023 providing an estimate for several
12	roof repairs/maintenance actions recommended to be completed immediately. LPA observed the hallway
13	near room 357 with brown spots in the ceiling where Administrator Dupre identified to have knowledge of
	water leaking in 2023.

Substantiated

Estimated Days of Completion:

NAME OF LICENSING PROGRAM MANAGER: Tricia Danielson

NAME OF LICENSING PROGRAM ANALYST: Janette Romero

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 11/25/2024

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 11/25/2024

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 3

Control Number 18-AS-20241121150339

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: CYPRESS COURT ESCONDIDO

FACILITY NUMBER: 374600378

VISIT DATE: 11/25/2024

NARRATIVE

1 Four (4) residents were interviewed and all reported to have knowledge of water leaking in the dining
2 room during 2023's rainy season. LPA toured the bedroom shared by Resident 1 (R1) and Resident 2
3 (R2) and observed what appeared to be a plastic grocery bag taped to the ceiling directly above R1 and
4 R2's bed. R1 and R2 were interviewed and reported water has been leaking through the fire sprinkler for
5 the past three (3) years anytime it rains heavily. R1 and R2 reported Staff 1 (S1) placed the plastic
6 grocery plastic bag over the fire sprinkler to contain the leaking water. S1 was interviewed and
7 confirmed taping the bag to the bedroom ceiling of the room shared by R1 and R2 in order to
8 temporarily contain the leaking water to avoid it from landing on R1 and R2's bed. Administrator Dupre
9 reported they were unaware facility staff taped the plastic grocery bag to R1 and R2's bedroom ceiling
10 as a temporary solution. Administrator Dupre stated they will have a contractor repair the ceiling in R1
11 and R2's bedroom by 12/9/2024.

12
13 Based on LPA's observations, interviews conducted, and records reviewed, the preponderance of
14 evidence standard has been met, therefore the above allegation is found to be substantiated. California
15 Code of Regulations (Title 22, Division 6, Chapter 9), are being cited on the attached LIC 9099 D. An
16 exit interview was conducted, and a copy of this report was provided to Administrator Dupre along with
17 the Confidential Names list (LIC 811) and Appeal Rights.
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NAME OF LICENSING PROGRAM MANAGER: Tricia Danielson

NAME OF LICENSING PROGRAM ANALYST: Janette Romero

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 11/25/2024

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 11/25/2024

LIC9099 (FAS) - (06/04)

Page: 2 of 3

Control Number 18-AS-20241121150339

**COMPLAINT INVESTIGATION REPORT
(Cont)****FACILITY NAME:** CYPRESS COURT ESCONDIDO**FACILITY NUMBER:** 374600378**DEFICIENCY INFORMATION FOR THIS PAGE:****VISIT DATE:** 11/25/2024

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Type B 12/09/2024 Section Cited CCR 87303(a)	1 87303 Maintenance and Operation 2 (a) The facility shall be clean, safe, 3 sanitary and in good repair at all times. 4 Maintenance shall include provision of 5 maintenance services and procedures 6 for the safety and well-being of 7 residents, employees and visitors.	1 Licensee reported they will have a 2 contractor repair the ceiling in the 3 bedroom shared by R1 and R2 and 4 provide proof of correction to LPA by 5 close of business on POC due date. 6 7
	8 Based on observations, interviews 9 conducted, and record review the 10 facility roof is in disrepair as water 11 continues to leak throughout different 12 areas of the facility, including R1 and 13 R2's room. This poses a potential 14 health, safety, or personal rights risk to residents in care.	8 Licensee added they will ensure 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.

NAME OF LICENSING PROGRAM MANAGER: Tricia Danielson**NAME OF LICENSING PROGRAM ANALYST:** Janette Romero**LICENSING PROGRAM ANALYST SIGNATURE:****DATE:** 11/25/2024**I acknowledge receipt of this form and understand my appeal rights as explained and received.****FACILITY REPRESENTATIVE SIGNATURE:****DATE:** 11/25/2024