

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 374603399
Report Date: 07/03/2026
Date Signed: 07/03/2026 01:02:13 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
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on 09/05/2024 and conducted by Evaluator Antonine Richard

	COMPLAINT CONTROL NUMBER: 18-AS-20240905080940
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FACILITY NAME: WESTMONT OF ESCONDIDO	FACILITY NUMBER: 374603399
ADMINISTRATOR: DAVID ALSPACH	FACILITY TYPE: 740
ADDRESS: 500 E VALLEY PKWY	TELEPHONE: (760) 737-5110
CITY: ESCONDIDO	ZIP CODE: 92025
CAPACITY: 200	DATE: 07/03/2026
	UNANNOUNCED TIME BEGAN: 09:30 AM
MET WITH: SOCORRO GARCIA	TIME COMPLETED: 01:30 PM

ALLEGATION(S):

1	Staff are not administering resident's medication.
2	Staff are not following resident's doctors order.
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INVESTIGATION FINDINGS:

1	This report supersedes the previous reports LIC9099 and LIC9099C, created on May 5, 2026. The
2	findings regarding the complaints remain unchanged. On July 3, 2026, the department conducted a
3	follow-up visit, met with the Resident Services Director (RSD) Socorro Garcia, and explained the purpose
4	of the visit.
5	On May 5, 2026, the California Department of Social Services/Community Care Licensing (CDSS/CCL)
6	Licensing Program Analyst (LPA), Antonine Richard, conducted an unannounced follow-up complaint
7	visit. On April 28, 2026, the department obtained several documents, including the Personnel Report (LIC
8	500) and the Resident Roster, both dated that day. The department reviewed and collected documents
9	for Resident R1, including the face sheet, admission agreement, physician's report dated 07/11/2024,
10	medical assessment dated 09/09/2024, pre-placement appraisal, and the Medication Administration
11	Record (MAR). The department also obtained documentation for 7 hours of staff training. The department
12	interviewed the Administrator (A1), two Med Techs (MT1 and MT2), the Resident Services Director
13	(RSD), the Memory Care Director (MCD), a maintenance staff member, five additional staff members
	(S1-S5), and seven residents (R1-R7). On May 5, 2026, the department interviewed R1's Physician.

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Eva M Alvarez	
LICENSING EVALUATOR NAME: Antonine Richard	
LICENSING EVALUATOR SIGNATURE:	DATE: 07/03/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 07/03/2026

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 4
Control Number 18-AS-20240905080940

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: WESTMONT OF ESCONDIDO	FACILITY NUMBER: 374603399
	VISIT DATE: 07/03/2026

NARRATIVE	
1	Allegation: #1 Staff are not administering resident's medication.
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3	The complaint alleged that staff sometimes bring R1's medication in the morning,
4	while at other times R1 has to seek out staff to receive their medication. On April 28,
5	2026, the department interviewed the Administrator (A1), who denied the allegation,
6	stating that the Medication Technicians (Med Tech) follow the doctor's orders and
7	ensure that all medications are given to R1 on time.
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9	On the same date, the department also interviewed two Medical Technicians (MT1
10	and MT2), who denied the allegation and explained that while they follow doctor's
11	orders, they do not assist R1 with medications, as R1 has been managing their own
12	medications. They also mentioned that if the facility receives medications without a
13	doctor's order, they contact the doctor's office to request that the orders be faxed.
14	They emphasized that medication must be administered 1 hour before or after the
15	scheduled time. Additionally, they stated that they use the Electronic Medication
16	Administration Record (E-MAR) system to assist with residents' medications and to
17	prevent errors.
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19	Moreover, the department interviewed five staff members (S1-S5), all of whom
20	denied the allegations and confirmed that only Med Tech assist with administering
21	medications. The department also spoke with seven residents (R1-R7); six of them
22	denied the allegations and reported that staff helps them with their medications
23	without any issues. Resident R1 stated that they do not require assistance with their
24	medications and can manage them independently. On April 28, 2026, the
25	department reviewed R1's records, including the Medication Administration Record
26	from July 8, 2024, to August 19, 2024, and found no discrepancies
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28	Although the allegation may have happened or is valid, there is not a preponderance
29	of evidence to prove the alleged violation (s) did or did not occur; therefore, the
30	allegation is Unsubstantiated .
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FACILITY NAME: WESTMONT OF ESCONDIDO

FACILITY NUMBER: 374603399
VISIT DATE: 07/03/2026

NARRATIVE	
1	Allegation #2: Staff is not following resident's doctors order. The complaint alleged that staff were not allowing Resident #1 (R1) to manage their own medications, despite the doctor's approval. On April 28, 2026, the department interviewed the Administrator (A1), who denied the allegation. A1 stated that the medication technicians follow the doctor's orders and ensure that all resident medications are delivered on time. A1 also explained that when a resident is admitted to the facility, a medication self-management assessment is conducted to determine whether the resident is capable of self-medicating. When R1 was admitted to the facility on July 19, 2024, R1 expressed a desire to self manage their medications; however, R1's physician report dated 07/11/2024 indicated that R1 needs assistance with medications. After a month of admission, the facility performed a medication self-management assessment on September 9, 2024, which indicated that R1 was capable of storing and managing their medications. Since that assessment, the facility has not been involved in storing or managing R1's medications. Also, R1 refused to provide the facility with the doctor's notes or after a visit to a physician. On April 28, 2026, the department also interviewed two Medical Technicians (MT1 and MT2), who denied the allegation. They stated that they follow the doctor's orders and that the facility does not charge a fee for managing residents' medications under the Assisted Living Waiver (ALW), since R1 is in the ALW program. They further explained that the facility requires a pharmacy profile for residents and, if everything is in order, approves the self-management of medications. Report continued on LIC9099C
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LICENSING EVALUATOR NAME: Antonine Richard	
LICENSING EVALUATOR SIGNATURE:	DATE: 07/03/2026
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FACILITY NUMBER: 374603399
VISIT DATE: 07/03/2026

NARRATIVE	
1	The department conducted interviews with five staff members (S1-S5), all of whom denied the allegations and confirmed that only Med Tech assist with medication related tasks. On the same day, the department interviewed seven residents (R1-R7). Six of these residents denied the allegations and reported that staff assisted them with their medications without any issues. One of these seven residents indicated that they now manage their own medications.
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8 On July 3, 2026, the department interviewed the Resident Services Director (RSD).
9 The RSD stated that after admission, the facility needed to ensure that resident R1
10 was capable of managing their own medications. To evaluate R1's ability to
11 administer their own medications, the facility conducted an Assessment for
12 Medication Self-Management on September 9, 2024. Since R1's self-management
13 was approved, the facility stopped providing assistance with or managing R1's
14 medications.
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17 Additionally, the department interviewed R1's doctor, who confirmed during R1's final
18 visit on August 19, 2024, that R1 was indeed capable of managing their own
19 medication regimen. However, on April 28, 2026, the facility indicated that they had
20 not received any physician reports regarding R1. The department later reviewed a
21 physician report dated July 11, 2024, which stated that R1 needed assistance with
22 medications.
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25 Although the allegation may have happened or is valid, there is not a preponderance
26 of evidence to prove the alleged violation (s) did or did not occur; therefore, the
27 allegation is **Unsubstantiated**.
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30 **No deficiencies were cited. An exit interview was conducted. A copy of this**
31 **report was provided to the Lifestyle Director Kelli Grissom.**
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