

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 374603402
Report Date: 12/01/2025
Date Signed: 12/01/2025 04:15:04 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SAN DIEGO RO, 7575 METROPOLITAN DR. #109 SAN DIEGO, CA 92108
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **07/24/2025** and conducted by Evaluator Ramon Serrano

	COMPLAINT CONTROL NUMBER: 08-AS-20250724114829
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FACILITY NAME: FREDERICKA MANOR	FACILITY NUMBER: 374603402
ADMINISTRATOR: BEN GESKE	FACILITY TYPE: 740
ADDRESS: 183 THIRD AVENUE	TELEPHONE: (619) 205-4100
CITY: CHULA VISTA	STATE: CA
CAPACITY: 560	ZIP CODE: 91910
MET WITH: Corinna Norton	CENSUS: 286
	DATE: 12/01/2025
	UNANNOUNCED TIME BEGAN: 11:00 AM
	TIME COMPLETED: 04:20 PM

ALLEGATION(S):

1	Staff did not meet a resident's bathing needs
2	Staff did not provide adequate food service to a resident
3	Staff left a resident unattended for an extended period
4	Staff did not provide a resident privacy
5	
6	
7	
8	
9	

INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Ramon Serrano conducted an unannounced complaint visit to deliver findings on the above allegations. LPA met with Resident Services Director Corinna Norton and we discussed the purpose of the visit and elements of the complaint.
2	
3	
4	
5	Community Care Licensing (CCL) has investigated the above allegations. The investigation consisted of records review, interviews with facility staff and residents.
6	
7	
8	It was alleged that facility staff did not meet Resident 1's (R1) bathing needs, staff did not provide adequate food service to R1, staff left R1 unattended for an extended period and staff did not provide R1 with privacy.
9	
10	
11	
12	LPA interviewed R1 on July 29, 2025. R1 stated that the facility hired many new workers, and they feel some of their care has declined because of this. R1 reported that on July 13, 2025, no staff checked in all day to see whether they had eaten. R1 said they missed breakfast, lunch, and dinner.
13	

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Robyn Clark
LICENSING EVALUATOR NAME: Ramon Serrano
LICENSING EVALUATOR SIGNATURE:

DATE: 12/01/2025

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 12/01/2025

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 08-AS-20250724114829

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
SAN DIEGO RO, 7575 METROPOLITAN DR. #109
SAN DIEGO, CA 92108

COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: FREDERICKA MANOR

FACILITY NUMBER: 374603402

VISIT DATE: 12/01/2025

NARRATIVE

1 R1 stated they receive meal delivery and expect meals to be brought to the room daily. R1 also told LPA
2 that they purposely did not press their call button that day to "prove a point," believing staff should notice
3 when they have not eaten. R1 stated meal delivery usually takes 45 minutes to an hour. R1 reported
4 that staff have told them they sometimes avoid entering the room if R1 is sleeping because R1 becomes
5 upset when awakened. R1 also stated that earlier in the year, workers were in their room fixing
6 bathroom plumbing. R1 said workers walked in and out without concern for privacy and that R1 was
7 never offered a temporary room. R1 stated the bathroom repairs lasted 21 days. R1's bathing schedule
8 is Thursday and Sunday. R1 stated they did not receive three Sunday baths in a row but did receive
9 their Thursday baths.
10

11 LPA interviewed several other residents on July 29, 2025 and December 1, 2025. Residents interviewed
12 reside on the same floor as R1. All residents reported no issues with food service, privacy, or care.
13

14 LPA interviewed Staff 1 (S1) on December 1, 2025. S1 stated that R1 is very particular about how things
15 should be done. S1 said R1's mood can vary, especially after returning from medical visits. S1 confirmed
16 R1 is scheduled for two baths per week and stated that if a bath is missed, it is usually because R1
17 refused. S1 explained that staff go to R1's room when R1 calls but avoid unannounced entry because
18 R1 becomes upset.
19

20 LPA interviewed Staff 2 (S2) on December 1, 2025. S2 stated R1 likes tasks done in specific ways and
21 becomes frustrated when they are not done exactly as requested. S2 confirmed R1's bathing schedule.
22 S2 stated that if R1 dislikes a certain staff member, R1 refuses a bath from that person, and staff must
23 rearrange schedules to accommodate this. S2 recalled workers being in R1's bathroom months ago but
24 stated the work lasted only one or two days, not several weeks. S2 said staff only enter R1's room if
25 called because R1 becomes upset when staff enter without notice. Regarding food service, S2 said they
26 deliver meals to multiple residents and delays may occur because they are also assisting with care
27 tasks. S2 said they do not believe R1 ever missed a meal because one time when the kitchen did not
28 receive R1's order, R1 insisted S2 retrieve the meal immediately, and S2 did so.
29

30
31 Manager of Maintenance (MM) stated R1 was offered a guest room during the bathroom repair period,
32 but R1 refused the offer. MM stated R1 told them they do not use the bathroom at all. MM stated outside
vendors were escorted and did not have a way to enter R1's room freely. The bathroom had only one
access point, and workers had to pass the pony wall to reach the repair area.

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LICENSING EVALUATOR NAME: Ramon Serrano
LICENSING EVALUATOR SIGNATURE:

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 12/01/2025

LIC9099 (FAS) - (06/04)

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Control Number 08-AS-20250724114829

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION

**COMPLAINT INVESTIGATION REPORT
(Cont)**

SAN DIEGO RO, 7575 METROPOLITAN DR. #109
SAN DIEGO, CA 92108

FACILITY NAME: FREDERICKA MANOR

FACILITY NUMBER: 374603402

VISIT DATE: 12/01/2025

NARRATIVE

1 A nearby light fixture was removed and later reinstalled after patching and painting.
2

3 On December 1, 2025 the Director of Heath Services (DHS) stated that R1 does not receive wellness
4 checks as part of their service plan. Staff check on R1 only during scheduled services or when R1
5 requests assistance. R1 has showers scheduled twice each week, but the schedule sometimes changes
6 when R1 refuses a shower or prefers to wait for specific staff to return to work.
7

8 LPA reviewed meal delivery procedures and logs. Records showed: Residents who want room delivery
9 fill out a room-service meal form. Residents on regular delivery can fill out a form each time or have a
10 standing order. For residents requiring escort service (including R1):A room service order form is
11 completed by the resident, nursing staff, or by standing order. The meals-to-go server prepares the
12 meal. Meals are placed on the bistro counter. Nursing staff pick up the meal, sign the delivery slip, and
13 deliver it. Scheduled meal times are: Breakfast: 8:45 a.m. Lunch: 11:45 a.m. Dinner: 4:45 p.m. Based on
14 the documented meal times and meal delivery process, R1's reported 45-minute to one hour wait time
15 falls within the documented delivery window.
16

17 In regards to Bathing Needs: R1 reported missed Sunday baths, but staff and records showed baths
18 were offered, and refusals and scheduling adjustments were involved. In regards to Food Service: R1
19 stated they missed meals but also reported they purposely did not call for help. Meal procedures and
20 records show R1 was provided meals within the expected time frame. In regards to R1 being left
21 attended: No evidence showed R1 was ignored. Staff check in during scheduled services or when R1
22 calls. In regards to R1's privacy rights being violated. No evidence showed that anyone violated R1's
23 privacy, and maintenance staff reported workers were escorted and did not have direct access to R1's
24 room.
25

26 Based upon the foregoing, the above listed allegations are unsubstantiated. This finding means that the
27 preponderance of the evidence standard has not been met and the allegations are unsubstantiated.
28

29 An exit interview was conducted with Corinna Norton. A copy of this report along with licensee rights
30 (LIC 9058, 3/22) was provided to Corinna Norton whose signature below verifies receipt of these rights.
31
32

SUPERVISORS NAME: Robyn Clark

LICENSING EVALUATOR NAME: Ramon Serrano

LICENSING EVALUATOR SIGNATURE:

DATE: 12/01/2025

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