

Department of

SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 374603714

Report Date: 12/22/2025

Date Signed: 12/22/2025 12:08:49 PM

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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
FACILITY EVALUATION REPORT	

FACILITY NAME: ACTIVCARE AT 4S RANCH	FACILITY NUMBER: 374603714
ADMINISTRATOR/DENISE NOTTER DIRECTOR:	FACILITY TYPE: 740
ADDRESS: 10603 RANCHO BERNARDO ROAD	TELEPHONE: (858) 485-8001
CITY: SAN DIEGO STATE: CA	ZIP CODE: 92127
CAPACITY: 60 CENSUS: 47	DATE: 12/22/2025
TYPE OF VISIT: Case Management - Incident	UNANNOUNCED TIME VISIT/ INSPECTION BEGAN: 08:55 AM
MET WITH: Executive Director Denise Notter	TIME VISIT/ INSPECTION COMPLETED: 10:00 AM

NARRATIVE

1 Licensing Program Analyst (LPA) Arian Golbakhsh conducted an unannounced Case Management visit
2 to follow up on an incident reported to Community Care Licensing. LPA was welcomed by, identified
3 themselves to, and discussed the purpose of the visit to Executive Director (ED) Denise Notter.
4
5 Community Care Licensing received an Incident Report on 11/26/25 in which it was reported that on
6 11/22/25, Resident #1 (R1), had displayed a change in condition. Responding staff had called
7 emergency services and R1 was taken to the hospital where a closed head injury was discovered,
8 however the injury was unable to be categorized as new or old. The report notes that per R1's
9 responsible party, R1 had a history of this type of diagnosis. Resident returned to the facility next day
10 with no new orders. The report notes that three (3) hours before, R1 was found to be sitting on the floor
11 on a landing mat, which alerted staff. R1 was noted to be alert and verbally responsive, and denied any
12 pain.
13
14 During today's visit, LPA conducted interviews and file review. A health and safety visit with R1 could not
15 be completed as R1 had passed away shortly after the incident from their hospice diagnosis. Per file
16 review and interviews, R1 was a high fall risk and their needs & services plan highlighted various
17 measures in place to mitigate risk.
18
19 At this time, LPA observed no health and/or safety concerns and no deficiencies were cited during
20 today's visit. An exit interview was conducted with Executive Director Notter to whom a copy of this
21 report and the Licensee/Appeal Rights (LIC 9058) were provided. Their signature below confirms receipt
22 of these documents.
23
24
25

NAME OF LICENSING PROGRAM MANAGER: Sabel Martinez

NAME OF LICENSING PROGRAM ANALYST: Arian Golbakhsh

LICENSING PROGRAM ANALYST SIGNATURE:


DATE: 12/22/2025

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

FACILITY REPRESENTATIVE SIGNATURE:


DATE: 12/22/2025

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.