

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 374604143
Report Date: 07/03/2026
Date Signed: 07/03/2026 10:29:55 AM

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 **06/24/2021** and conducted by Evaluator Tiffany Holmes

	COMPLAINT CONTROL NUMBER: 08-AS-20210624152727
FACILITY NAME: OCEAN HILLS ASSISTED LIVING & MEMORY CARE	FACILITY NUMBER: 374604143
ADMINISTRATOR: JOHNSTON, SHERYL	FACILITY TYPE: 740
ADDRESS: 4500 CANNON RD	TELEPHONE: (760) 295-8515
CITY: OCEANSIDE	STATE: CA
CAPACITY: 123	ZIP CODE: 92056
	CENSUS: 119
	DATE: 07/03/2026
	UNANNOUNCED TIME BEGAN: 10:16 AM
MET WITH: Erica Rebollar, Memory Care Director	TIME COMPLETED: 10:35 AM

ALLEGATION(S):

1	Licensee did not accord resident with safe and healthful accomodations
2	Licensee did not meet resident care needs
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA)Tiffany Holmes contacted the facility to deliver findings for a complaint
2	investigation via tele-virtual. LPA identified herself to, and explained the purpose of the visit and the basic
3	elements of the complaint with Erica Rebollar, Memory Care Director.
4	
5	LPA previously conducted interviews with residents, staff, and outside sources, made observations, and
6	obtained and reviewed pertinent records. LPA Ryan conducted the initial visit on July 1, 2021 and LPA
7	Ruiz conducted another visit on 11/01/2024, 11/14/2024 and 03/17/2025 and conducted a tour of the
8	facility.
9	
10	It was alleged that the licensee did not accord resident with safe and healthful accommodations.
11	Interviews with the staff revealed the usual response to pushing the pendant is about 5- 15 minutes.
12	Interviews revealed if it is after 5pm, the response would be closer to 10 minutes. Another interview
13	revealed the pendant is like a watch and that the response time is good. Interviews revealed the facility
	staff respond to their pendant in 15 minutes or less. Interviews revealed that all residents in AL have a
	pendant and there were only 5 residents in Memory Care that had a pendant. Interviews revealed that
	the resident care director and LVN does pendant training for residents and staff. Interviews revealed that

the pendant will vibrate and turn red when pushed and the call will go on every few seconds until it gets disabled.

Unsubstantiated

Estimated Days of Completion:

SUPERVISORS NAME: Simon Jacob

LICENSING EVALUATOR NAME: Tiffany Holmes

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 2

Control Number 08-AS-20210624152727

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

COMPLAINT INVESTIGATION REPORT (Cont)

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

FACILITY NAME: OCEAN HILLS ASSISTED LIVING &
MEMORY CARE

FACILITY NUMBER: 374604143

VISIT DATE: 07/03/2026

NARRATIVE

1 Interviews with staff revealed that at the time the complaint came in there wasn't a time that the
2 response to the call bell has taken more than 20 minutes. Interviews also revealed that the staff are
3 wonderful and helpful. Interviews also reported that they haven't had any issues with staff being rude,
4 disrespectful or that they felt rushed when interacting with staff.
5
6 It was alleged that the licensee did not meet resident care needs. Interviews revealed that on or around
7 June 2020, ants were coming in from the residents' first-floor patio door and ants were coming in from
8 the courtyard. Interviews revealed that it was probably because of all the construction around the facility.
9 Interviews revealed that once staff were advised that there were ants in their room, the facility hired a
10 professional to come out and spray shortly afterwards. Other interviews revealed there were "no
11 problems, no ants" and no issues with pests. Interviews with residents revealed that they have seen
12 pest management in the building. Interviews revealed the facility staff hired a company that came out
13 and sprayed. They sprayed the private patio areas, the facility and the rooms. Interviews revealed that in
14 2021 the staff observed ant and laid down ant powder and ant traps. The facility hired a pest control
15 company to address the ant problem. Interviews revealed that after they sprayed the facility, the ants did
16 not come back.
17
18 The investigation did not produce supporting evidence to prove the staff did not treat residents with
19 dignity and staff did not assist resident with toileting needs. The complaint allegations are
20 unsubstantiated.
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22 An exit interview was conducted with Erica Rebollar, Memory Care Director and a copy of this report
23 along with Licensee/Appeal Rights (LIC 9058 03/22) was provided at the conclusion of the visit.
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SUPERVISORS NAME: Simon Jacob

LICENSING EVALUATOR NAME: Tiffany Holmes

LICENSING EVALUATOR SIGNATURE:

DATE: 07/03/2026

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