

Department of SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 374604426
Report Date: 08/15/2025
Date Signed: 08/15/2025 11:43:09 AM

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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:	RIDGEVIEW ASSISTED LIVING COMMUNITY	FACILITY NUMBER:	374604426
ADMINISTRATOR/DIRECTOR:	PRABHJOT KAUR	FACILITY TYPE:	740
ADDRESS:	9825 GLEN CENTER DRIVE	TELEPHONE:	(858) 293-3905
CITY:	SAN DIEGO	STATE:	CA
CAPACITY:	68	ZIP CODE:	92131
TYPE OF VISIT:	Case Management - Deficiencies	CENSUS:	40
	UNANNOUNCED	DATE:	08/15/2025
		TIME VISIT/INSPECTION BEGAN:	11:10 AM
MET WITH:	Executive Director Mona Kaur, Assisted Living Director Michelle England	TIME VISIT/INSPECTION COMPLETED:	12:00 PM

NARRATIVE	
1	Licensing Program Analysts (LPAs) Nacole Patterson, Ramin Hashemi, and Janet Ngallo conducted an
2	unannounced case management visit. LPAs identified themselves and met with Executive Director
3	Mona Kaur and Assisted Living Director Michelle England to discuss the purpose of the visit.
4	
5	Today's visit was in response to a self-reported medication error that occurred on 07/28/2025. Staff
6	interviews and records review showed that the Resident 1 (R1) did not experience any injuries or
7	adverse reactions due to receiving two doses of a routine medication. The facility conducted an internal
8	investigation which revealed that two Medication Technicians (Med Techs) were administering
9	medications to the same floor during the incident, and the extra dose was given to R1 due to a
10	communication error between the Med Techs. The facility contacted R1's responsible party and primary
11	care physician regarding the error, and notified the Department per requirements. This is the facility's
12	second medication error within a 12-month period.
13	
14	Deficiencies are cited per California Code of Regulations, Title 22 (refer to the attached LIC 9099-D
15	page). A Repeat Civil Penalty totaling \$250 was assessed/charged to Licensee (refer to the LIC421-FC
16	page). A Plan of Correction was jointly developed with the licensee. An exit interview was conducted
17	with Executive Director Mona Kaur, to whom a copy of this report and the Licensee/Appeal Rights
18	(LIC9058 03/22) were provided.
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20	
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24	
25	

NAME OF LICENSING PROGRAM MANAGER: Sabel Martinez

NAME OF LICENSING PROGRAM ANALYST: Nacole Patterson

LICENSING PROGRAM ANALYST SIGNATURE:



DATE: 08/15/2025

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 08/15/2025

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.

LIC809 (FAS) - (09/23)

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Created By: Nacole Patterson On 08/15/2025 at 08:49 AM
Link to Parent Document Below:

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY FACILITY EVALUATION REPORT (Cont)	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION , 7575 METROPOLITAN DR. #109 SAN DIEGO, CA 92108
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FACILITY NAME: RIDGEVIEW ASSISTED LIVING COMMUNITY

FACILITY NUMBER: 374604426

DEFICIENCY INFORMATION FOR THIS PAGE:

VISIT DATE: 08/15/2025

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)	
Type B 08/22/2025 Section Cited	1 (c) If the resident's physician has 2 stated... that the resident is unable to 3 determine his/her own need for 4 nonprescription PRN medication,... 5 facility staff...shall be permitted to 6 assist the resident with self 7 administration, provided...: (2) Once ordered by the physician the medication is given		
	8 according to the physician's 9 directions. 10 This requirement was not met, as 11 evidenced by: based on interviews 12 and records, Licensee did not assist 13 1 of 40 residents (R1) with 14 medication according to the physician's order, which posed a health risk to persons in care.	8 medication passes. All sign-in sheets 9 for the in-service training will be 10 provided to LPA by the POC due date. 11 12 13 14	
	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.

Sabel Martinez

NAME OF LICENSING PROGRAM

MANAGER:

NAME OF LICENSING PROGRAM

Nacole Patterson

ANALYST:

LICENSING PROGRAM ANALYST SIGNATURE:



DATE: 08/15/2025

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 08/15/2025